

Peppard Road Surgery

Inspection report

45 Peppard Road
Caversham
Reading
Berkshire
RG4 8NR

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Website: www.peppardroadsurgery.co.uk

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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this location

Good



Are services safe?

Good



Overall summary

At our previous comprehensive inspection at Peppard Road Surgery in Caversham, Berkshire in November 2017 we found a breach of regulations relating to the management of risks, specifically risks associated with the management of medicines and infection prevention control. Although the overall rating for the practice was good, the practice was rated requires improvement for the provision of safe services. The practice was rated good for the provision of effective, caring, responsive and well-led services. In addition, all population groups were also rated good.

The full comprehensive report on the November 2017 inspection can be found by selecting the 'all reports' link for Peppard Road Surgery on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 2 July 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulations that we identified in our previous inspection in November 2017. This report covers our findings in relation to those requirements and improvements made since our last inspection.

We found the practice had made improvements since our last inspection. At our inspection on the 2 July 2018 we found the practice was meeting the regulations that had previously been breached. We have amended the rating for this practice to reflect these changes. The practice is now rated good for the provision of safe, effective, caring, responsive and well led services. The overall rating remains good.

Our key findings were as follows:

- Systems had been implemented and embedded which ensured safe care and treatment.
- The practice had reviewed and strengthened existing arrangements for the management and storage of medicines.
- We reviewed the practices storage of emergency medicines and found the practice now held all the recommended medicines to deal with medical emergencies,
- The practice had reviewed guidance from Public Health England and purchased a validated suitable pharmaceutical refrigerator to store vaccines and medicines that required refrigeration.
- The practice had strengthened existing infection prevention control processes and supporting policies to effectively and safely manage infection prevention.
- The practice had continued to review outcomes and clinical performance, specifically diabetes outcomes. This review included additional diabetes related training for both GPs.
- There was a greater awareness of the Accessible Information Standard (a requirement to make sure that patients and their carers can access and understand the information they are given).

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Our inspection team

This inspection was completed by a Care Quality Commission Inspector.

Background to Peppard Road Surgery

Peppard Road Surgery is located in a converted residential dwelling in Caversham, Reading in Berkshire. Peppard Road Surgery is one of the practices within Berkshire West Clinical Commissioning Group (CCG) and provides general medical services to approximately 2,700 patients.

The number of registered patients had increased by approximately 500 (a percentage increase of 20%) over the last two years following changes in the local health economy. At the time of the July 2018 inspection the practice was not accepting new patients.

Services are provided from:

- Peppard Road Surgery, 45 Peppard Road, Caversham, Reading, Berkshire, RG4 8NR

The practice website is:

According to data from the Office for National Statistics, Caversham has high levels of affluence and low levels of deprivation.

The practice population has a significantly higher proportion of patients aged between 25 and 49 when compared to the local CCG and national averages whilst there is a lower proportion of patients aged 54 and over.

The number of patients registered at Peppard Road Surgery with a long-standing health condition and the proportion of unemployed patients registered in the area, was lower when compared to the CCG average and national average.

The practice comprises of two GP partners (one male and one female) and a part time practice nurse.

One of the GP partners works with a part time practice manager and a small team of reception and administrative staff to undertake the day to day management and running of the practice.

Out of hours care is accessed by contacting NHS 111.

The practice is registered by the Care Quality Commission to carry out the following regulated activities: Maternity and midwifery services, Family planning, Treatment of disease, disorder or injury and Diagnostic and screening procedures.

Are services safe?

At our previous inspection in November 2017, we rated the practice as requires improvement for providing safe services as we identified concerns relating to the management of medicines and infection prevention control.

These arrangements had improved when we undertook a follow up inspection on 2 July 2018. The practice is now rated as good for providing safe services.

Appropriate and safe use of medicines

The practice had reviewed and strengthened existing arrangements for the management and storage of medicines. Specifically, the systems for managing and storing medicines, including vaccines, medical gases, emergency medicines and equipment, now minimised risks. For example:

- We reviewed the practice's storage of emergency medicines and found the practice now held all the recommended medicines to deal with medical emergencies, this included a designated anaphylaxis kit. We also saw the practice now held a supply of an intramuscular injection medicine which can be used in the treatment of painful conditions such as injuries and fractures. All the medicines we saw were within expiry dates and stored appropriately.
- The practice had reviewed guidance from Public Health England and purchased a validated suitable

pharmaceutical refrigerator to store vaccines and medicines that required refrigeration. This refrigerator replaced the domestic fridge which we highlighted as a concern at the November 2017 inspection.

Safety systems and processes

The practice had improved existing infection prevention control processes and supporting policies to effectively and safely manage infection prevention.

- The improvements had resulted in the premises becoming compliant with local infection prevention control standards. There was now an infection prevention and control annual statement and the two previous policies had been reviewed and converted to one singular site-specific policy. This policy now enabled practice staff to plan and implement measures to control infection.
- We saw evidence that the Infection Control Lead and the local Infection Prevention Control Lead from the clinical commissioning group had carried out an infection control audit in February 2018. We saw the findings of the audit had been discussed. The practice had a plan to re-audit in 12 months.

These actions were now ensuring that requirements relating to safe care and treatment were being met.

Please refer to the Evidence Tables for further information.