

# Alpine House Surgery

## Quality Report

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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 service

Good



Are services safe?

Good



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Alpine House Surgery on 23 August 2016. The overall rating for the practice was good, however the practice was rated as requires improvement for the safety domain. The full comprehensive report on the August 2016 inspection can be found by selecting the 'all reports' link for Alpine House Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was a desk-based review carried out on 09 February 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 23 August 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

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Overall the practice is now rated as good.

Our key findings were as follows:

- Clinical waste bins were stored securely and safely in a designated secured area.
- All uncollected prescriptions were reviewed every two weeks by a GP and the relevant action was updated on the patient record.
- The practice manager had introduced a system to review and monitor professional registration with the relevant bodies, including the Nursing and Midwifery Council (NMC) and General Medical Council (GMC).
- Regular fire drills, including unannounced fire drills were scheduled on an ongoing basis.
- Staff were encouraged to complete mandatory training and staff were able to access e-learning modules outside of normal working hours.

### Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### Are services safe?

The practice is rated as good for providing safe services.

- Clinical waste bins were stored securely and safely in a designated secured area.
- All uncollected prescriptions were reviewed every two weeks by a GP and the relevant action was updated on the patient record.
- The practice manager had introduced a system to review and monitor professional registration with the relevant bodies, including the Nursing and Midwifery Council (NMC) and General Medical Council (GMC).
- Regular fire drills, including unannounced fire drills were scheduled on an ongoing basis.

Good



# Alpine House Surgery

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

Our inspection team was led by a CQC Lead Inspector.

## Background to Alpine House Surgery

Alpine House Surgery is a GP practice, which provides primary medical services to approximately 9,300 patients predominately living in areas of Mountsorrel, Rothley, Quorn, Cropston, Thurstaston and Swithland. All patient facilities are accessible. West Leicestershire Clinical Commissioning Group (WLCCG) commission the practice's services.

The practice has three GP partners (two male and one female) and three salaried GPs (one female and two male). The nursing team consists of a nurse practitioner, practice nurse and two health care assistants. They are supported by a Practice Manager and a team of administrative and reception staff.

The practice is open between 8.15am and 6.30pm Monday to Friday, however telephone lines are open from 8am. GP appointments are available from 8.30am to 11am and 3.40pm to 5.50pm. Nurse appointments are available from 8.30am to midday and 2pm to 5.30pm. Extended hours appointments are offered on Mondays and Fridays between 7.30am and 8am to see either a GP or the advanced nurse practitioner. In addition to pre-bookable appointments that can be booked up to six weeks in advance, urgent appointments are also available for people that need them.

Patients can also access out of hours support from the national advice service NHS 111. The practice also provides details for the nearest walk-in centre, as well as accident and emergency departments.

## Why we carried out this inspection

We undertook a comprehensive inspection of Alpine House Surgery on 23 August 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall and requires improvement for the provision of safe services. The full comprehensive report following the inspection on August 2016 can be found by selecting the 'all reports' link for Alpine House Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up desk-based focused inspection of Alpine House Surgery on 09 February 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

## How we carried out this inspection

We carried out a desk-based focused inspection of Alpine House Surgery on 09 February 2017. This involved reviewing evidence that:

- Was in line with the action plan submitted by the practice.
- Photographs of clinical waste storage facilities.
- Speaking with the Practice Manager.
- Reviewing evidence of updated processes.

# Are services safe?

## Our findings

At our previous inspection on 23 August 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of storing clinical waste bins securely were not adequate.

These arrangements had significantly improved when we undertook a follow up inspection on 09 February 2017. The practice is now rated as good for providing safe services.

We saw clinical waste bins were stored securely and safely in a designated secured area. This was in line with health and safety executive guidance.

All uncollected prescriptions were reviewed every two weeks by a GP and the relevant action was updated on the

patient record. This included if no action was taken or if the patient was written to or contacted by telephone and noted that the prescription was destroyed. A spreadsheet was also maintained by administrative staff to monitor the reviews of uncollected prescriptions.

The practice manager had introduced a system to review and monitor professional registration with the relevant bodies, including the Nursing and Midwifery Council (NMC) and General Medical Council (GMC). All clinical staff were required to provide an update and evidence within their annual appraisals.

A planned fire drill was carried out following the announced inspection in August 2016 and regular fire drills, including unannounced fire drills were scheduled on an ongoing basis.