

# Dr H Okoi Practice

## Quality Report

The Derry Court Medical Practice  
South Ockendon,  
Thurrock,  
RM15 5GN  
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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

On 26 July 2016 we carried out an announced comprehensive inspection at Dr H Okoi Practice. The overall rating for the practice was good with requires improvement for providing safe services. The full comprehensive report for this inspection can be found by selecting the 'all reports' link for Dr H Okoi Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We issued the practice with a requirement notice in relation to safe care and treatment. We then carried out a desk-based focused inspection on 13 July 2017 to confirm that the practice were now meeting the legal requirements in relation to the breach of regulation that we identified in our previous inspection on 26 July 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is rated as good, with the 'Safe' domain now rated as good.

Our key findings were as follows:

- The practice provided us with an updated list of all emergency medicines located in a secure area accessible to staff. All relevant medicines required in an emergency were stocked by the practice.
- The practice was driven and had promoted the carers scheme since the last inspection. They had identified 83 patients as a carer which was 1.5% of their patient list compared to 18 patients which amounted to 0.3% in July 2016. The practice had sent letters and displayed information within their waiting area to encourage patients to consider whether they were carers. The practice had a carers champion dedicated to coordinating support and healthcare benefits for registered carers.
- The business continuity plan which was reviewed in December 2016 contained relevant information and contact details needed in an emergency.
- The system for managing patient safety and medicine alerts was effective, appropriate action was taken and recorded. The practice had nominated an individual since the previous inspection to review and check that safety alerts were being appropriately monitored.

# Summary of findings

**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.

- Emergency medicines were located within the building and checked in accordance with guidelines. The practice had access to all relevant medicines needed in the case of an emergency.
- The business continuity plan contained relevant contact information and was updated annually.
- The system for managing patient safety and medicine alerts was effective, appropriate action was taken and recorded.

**Good**



# Summary of findings

## The six population groups and what we found

We always inspect the quality of care for these six population groups.

### **People whose circumstances may make them vulnerable**

The provider had resolved the concerns for safety identified at our inspection on 26 July 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

**Good**



# Dr H Okoi Practice

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

This desk based inspection was carried out by an inspector.

## Background to Dr H Okoi Practice

This practice is also known as 'The Derry Court Medical Practice'. The list size of the practice at the time of our desk top review was 5,500.

- The practice operates from a single location: South Ockendon, Thurrock, RM15 5GN.
- Services provided include: a range of clinics for long term conditions, health promotion and screening, childhood vaccinations and minor surgical procedures.
- There are two male GP partners, two female practice nurses and a female health care assistant (HCA).
- The administration team consists of four females.
- The practice is open from 8am to 8pm on Monday and 8am to 6.30pm on Tuesday to Friday. The practice operates a triage telephone system between 8am and 11am. Appointments times are from 9am to 1pm and 2pm to 6.15pm daily. Extended hours appointments are available on Mondays 6.30pm to 7.45pm.
- Weekend appointments are available via 'Thurrock Health Hubs' a service set up by Thurrock Clinical Commissioning Group (CCG). Patients are able to book through the practice to see either a GP or a nurse between 9.15am and 12.30pm at the weekend, at one of four 'hubs'.

- When the practice is closed patients are advised to call 111 if they require medical assistance and are unable to wait until the surgery reopens. The out of hours service is provided by IC24.
- This practice is a training practice which has GP registrars in their final stage of training. GP registrars are fully qualified and will have had at least three years of hospital experience.
- There are slightly higher than local and national average levels of income deprivation affecting children and older people at this practice.

## Why we carried out this inspection

We undertook a comprehensive inspection of Dr H Okoi Practice on 26 July 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good with requires improvement for providing safe services. The full comprehensive report following the inspection on 26 July 2016 can be found by selecting the 'all reports' link for Dr H Okoi Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a desk based focused inspection of Dr H Okoi Practice on 13 July 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 Dr H Okoi Practice on 13 July 2017. This involved reviewing evidence that:

## Detailed findings

- An emergency medicines list was completed and specific to the practice.
- There was an accurate business continuity plan adequate enough to deal with emergencies.
- The practice were monitoring their system for managing patient safety and medicine alerts.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

# Are services safe?

## Our findings

### What we found at our previous inspection in July 2016

At our previous inspection on 26 July 2016, we rated the practice as requires improvement for providing safe services as the arrangements for emergency medicines were not sufficient.

### What we found at the desk based follow up inspection in July 2017

These arrangements had improved when we undertook a desk-based inspection on 7 July 2017. The practice is now rated as good for providing safe services.

### Safe track record and learning

The practice had amended their protocol for monitoring and reviewing their patient safety and medicine alerts. They had appointed a responsible individual to ensure the alerts were shared and acknowledged by all relevant staff. This is recorded in an excel spread sheet and signed off by a GP once the checks had been completed. The practice manager audited and highlighted any missed alerts.

### Arrangements to deal with emergencies and major incidents

The practice had adequate arrangements in place to respond to emergencies and major incidents.

- The practice provided us with a list of emergency medications that were available; they stocked all recommended emergency drugs. They were kept in a secure area that was easily accessible to staff in the case of an emergency. We were given evidence to show that there was an effective system in place for monitoring the expiry dates which is carried out by the practice nurse monthly.
- The practice had amended their business continuity plan for major incidents such as IT failure or flooding. The business continuity plan which was reviewed in December 2016 included emergency contact telephone numbers for relevant utilities and staff members. The plan and contact details were reviewed annually.