Sky Blue Medical Group

Quality Report

Green Lane Medical Centre
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Date of inspection visit: 16 February 2017
Date of publication: 08/03/2017

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

Contents

Summary of this inspection

Page

Overall summary 2

The five questions we ask and what we found 4

Detailed findings from this inspection

Our inspection team 5

Background to Sky Blue Medical Group 5

Why we carried out this inspection 5

Detailed findings 7

Overall summary

Letter from the Chief Inspector of General Practice

We had carried out an announced comprehensive inspection of Sky Blue Medical Group on 19 November 2015. As a result of our inspection the practice was rated as good overall but required improvement for providing safe services.

During the last inspection we identified a breach of regulation around safe care and treatment. As a result we identified areas the provider must improve:

- Implement a suitable system for the management and stock control of all prescriptions.
- Establish a process to ensure appropriate checks were carried out on locum GPs recruited by an agency to work at the practice.

We also identified further areas the provider should improve:

- Training records should accurately reflect the current status for all staff.
- All staff who chaperone should be suitably trained for the role and that all required security checks had been carried out in line with the provider's own policy.

Following the inspection the practice sent us an action plan detailing the actions they were going to take to improve.

We carried out a focused desk-based review of Sky Blue Medical Group on 16 February 2017 to check that the provider had made improvements in line with our recommendations and to ensure regulations were now being met. This report only covers our findings in relation to those requirements. The full comprehensive report for the November 2015 inspection can be found by selecting the 'all reports' link for Sky Blue Medical Group on our website at www.cqc.org.uk.

The practice is now rated as good for the provision of safe services.

As part of our focused desk-based review the management team provided evidence to demonstrate that:

- A suitable system for the management and stock control of all prescriptions had been established and was fully embedded.
- A process had been implemented that ensured appropriate checks were carried out for locum GPs recruited by an agency to work at the practice.
- Training records had been updated and maintained so they accurately reflected the training completed and planned for all staff.
- Staff had received appropriate chaperone training and all required security checks for staff undertaking chaperone duties had been carried out in line with the provider's own policy. The management team

Summary of findings

provided evidence to demonstrate that appropriate checks with the Disclosure and Barring Service (DBS) had been completed for relevant staff. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable).

We were satisfied that the practice had made the required improvements.

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?

Good

The practice is rated as good for providing safe services.

- A suitable system for the management and stock control of all prescriptions had been established and was fully embedded.
- A process had been implemented that ensured appropriate checks were carried out for locum GPs recruited by an agency to work at the practice.
- Training records had been updated and maintained so they accurately reflected the training completed and planned for all staff.
- Staff had received appropriate chaperone training. Security checks for staff who carried out chaperone duties had been completed in line with the provider's own policy. The management team provided evidence to demonstrate that appropriate checks with the Disclosure and Barring Service (DBS) had been carried out for relevant staff. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable).

Sky Blue Medical Group

Detailed findings

Our inspection team

Our inspection team was led by:

by a CQC Lead Inspector.

Background to Sky Blue Medical Group

Green Lane Medical Centre is part of the Sky Blue Medical Group, located in Finham, a mainly residential part of the city of Coventry, in the West Midlands. It has seven GP partners (three males and four females) and a salaried GP operating from a purpose built building in Finham. There is also a branch surgery, Harnall Lane Medical Centre within the Group which was not included as part of this inspection. Green Lane Medical Centre provides primary medical services to patients in an urban area and has a larger number of patients between the ages of five to 18 years (approximately 15.4% to 19.5%) compared to the England average (approximately 11.4% to 14.8%) and lower numbers of patients aged 75 plus (5.4%) compared to the England average (7.6%).

The GPs are supported by a practice manager, a nurse practitioner, five practice nurses and administrative and reception staff who divide their time working across the Green Lane Medical Centre and the Harnall Lane Medical Centre. There were 17,494 patients registered with the practice at the time of the inspection in November 2015.

The practice has a General Medical Services (GMS) contract with NHS England. The GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities.

Surgery times are:

- Monday from 8.30am to 5.30pm
- Tuesday from 7.30am to 8pm
- Wednesday from 8.30am to 5.30pm
- Thursdays from 8.30am to 1pm
- Friday from 8am to 5.30pm.

The practice is closed at weekends. The practice does not provide an out-of-hours service but has alternative arrangements in place for patients to be seen when the practice is closed. For example, if patients call the practice when it is closed, an answerphone message gives the telephone number they should ring depending on the circumstances. Information on the out-of-hours service is provided to patients and is available on the practice's website and in the patient practice leaflet.

Extended hours appointments are available from 7.30am to 8.30am and 5.30pm to 8pm every Tuesday and 8am to 8.30am on most Friday mornings each week.

Home visits are also available for patients who are too ill to attend the practice for appointments. There is also an online service which allows patients to order repeat prescriptions and book appointments. Booking of appointments can also be made up to four weeks in advance.

The practice treats patients of all ages and provides a range of medical services. This includes disease management such as asthma, diabetes and heart disease. Other appointments are available for maternity care and family planning. Sky Blue Medical Group also provides minor surgery clinics for treatment such as the removal of skin lesions and ingrowing toe nails.

Sky Blue Medical Group is an approved training practice for doctors who wish to be become GPs. A trainee GP is a

qualified doctor who is training to become a GP through a period of working and training in a practice. Only approved training practices can employ trainee GPs and the practice must have at least one approved GP trainer.

Why we carried out this inspection

We undertook a comprehensive inspection of Sky Blue Medical Group at their Green Lane Medical Centre on 19 November 2015 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement in the provision of safe services. The full comprehensive report following the inspection in November 2015 can be found by selecting the 'all reports' link for Sky Blue Medical Group on our website at www.cqc.org.uk.

We undertook a focused desk-based review of Sky Blue Medical Group on 16 February 2017 to consider the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

Good

Are services safe?

Our findings

Overview of safety systems and processes

In November 2015 the practice was inspected and improvements were required for providing safe services. Following the inspection an action plan was put in place by the practice to ensure the timely progression and resolution of the concerns highlighted. We also received updated information about action the practice had taken in preparation for this desk-based review.

The areas where improvements were required and the action taken to address these were:

- We found there was no suitable system and procedure in place for the management and stock control of all prescriptions to ensure these were stored securely at all times and that all prescriptions could be accounted for. The practice took action to address this and confirmed they had a procedure in place for ordering and the management of prescriptions.A spreadsheet was used to record all details and ensured that all prescriptions could be tracked at all times. The spreadsheet was accessible on the practices computer. The practice confirmed that all prescriptions were kept securely in a locked cupboard.
- The practice did not have a process to follow to ensure appropriate checks were carried out for locum GPs recruited by an agency to work at the practice. A procedure had been implemented to ensure that documentation for all locum agency staff was checked. This included copies of passport and eligibility to work; confirmation of safeguarding training to the appropriate level; copy of insurance certification; confirmation that locum GPs were registered on the performers list; confirmation of registration with the General Medical Council and that Disclosure and Barring Service (DBS) checks had been completed. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable). The practice manager confirmed this process was embedded into their recruitment procedures.
- The practice had not ensured that persons providing care or treatment to service users had the qualifications, competence, skills and experience to do so safely. Training records did not accurately reflect the current status for all staff. Not all staff had completed the training relevant to their role such as safeguarding, fire training and infection control. The practice provided evidence to confirm that all mandatory training had been completed by staff, that training was up-to-date and current. Copies of training certificates were held in staff personnel files. Fire training was scheduled for 22 March 2017 for newly appointed staff.
- We found no evidence that reception staff who acted as chaperones were trained for the role or that they had received a DBS check. The management team provided evidence to demonstrate that appropriate checks with the DBS had been carried out for relevant staff. The practice confirmed that chaperone training had been completed for those staff with ongoing training provided for recently recruited staff. The practice assured us that chaperone training was provided for staff before they acted as chaperones.