

Richmond Hill Practice

Quality Report

Colne Health Centre
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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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

This is a focused desk top review of evidence supplied by Richmond Hill Practice also known as Colne Health Centre, Colne, Lancashire, BB8 0LJ), for a number of areas within the key question safe. This was conducted on 24 October 2016.

The practice was inspected on 28 July 2015. The inspection was a comprehensive inspection under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (HSCA). At that inspection, the practice was rated 'good' overall. However, within the key question safe three areas were identified as requires improvement, as the practice was not meeting the legislation at that time; Regulation 12 Safe care and treatment.

Procedures for vaccine storage did not meet current legislation and guidance. The practice had not carried

out risk assessments for staff. Specifically there were no risk assessments for moving and handling and lone worker risk assessments for staff who were visiting patients in their own homes. The building manager was responsible for cleanliness and hygiene however, the practice did not have a formal cleaning check, including curtain replacement and ensuring no hazardous substances were in use.

The practice supplied an action plan and a range of documents which demonstrated they are now meeting the requirements of Regulation 12 Safe care and Treatment Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

During this desk top review, we found the practice to be good in providing safe services. Overall, the practice is rated as good.

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.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to fit and proper persons employed since the inspection carried out in July 2016.

Evidence supplied included copies of the lone working policy, the system in place to monitor cleaning and hygiene including curtain replacement and ensuring no hazardous substances were left around the building. In addition the practice manager sent us the procedures to demonstrate that vaccine storage met current legislation and guidance.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection in July 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection in July 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services responsive to people's needs?

The practice is rated as good for providing responsive services.

This rating was given following the comprehensive inspection in July 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services well-led?

The practice is rated as good for providing well-led services.

This rating was given following the comprehensive inspection in July 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Summary of findings

The six population groups and what we found

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

Older people

The practice is rated as good for the care of older people.

This rating was given following the comprehensive inspection in July 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



People with long term conditions

The practice is rated as good for the care of people with long term conditions.

This rating was given following the comprehensive inspection in July 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Families, children and young people

The practice is rated as good for the care of families, children and young people.

This rating was given following the comprehensive inspection in July 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Working age people (including those recently retired and students)

The practice is rated as good for the care of working age people (including those recently retired and students).

This rating was given following the comprehensive inspection in July 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable.

This rating was given following the comprehensive inspection in July 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia).

Good



Summary of findings

This rating was given following the comprehensive inspection in July 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Summary of findings

What people who use the service say

As part of this focused desk top review we did not speak to any people who use the service.

Richmond Hill Practice

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector reviewed and analysed the documentary evidence submitted.

Background to Richmond Hill Practice

Richmond Hill Practice provides primary care services for 10,543 patients in the Lancashire town of Colne under a general medical services (GMS) contract with NHS England. The practice is part of the East Lancashire Clinical Commissioning Group (CCG).

The practice is based on the first floor in Colne Health Centre, which opened in 2014. This building is shared with a variety of other local community services including podiatry, speech and language and sexual health services, as well as four other GP practices. Meeting rooms and treatment rooms are shared between the services. The property is maintained by NHS Property Services and East Lancashire Hospitals NHS Trust. There is a car park outside and access is good for patients with limited mobility. The practice also offered GP appointments in a consultation room attached to a local supermarket twice a week.

The practice team comprises seven GP partners, five male and two female, four female practice nurses and two health care assistants who also act as care navigators. A practice manager and team of 15 administrative staff support the clinical team. The practice has developed one receptionist to become a care coordinator. The practice is a training practice and supports medical students from local medical schools.

The practice is open Mondays and Tuesdays from 7am until 7:30pm, Wednesdays 7am until 6:30pm and Thursdays and Fridays 8am until 6:30pm.

The patient population is older on average than the England average, with more patients aged 50 years and older than average, and fewer patients aged 44 and under. Male and female life expectancy is just below East Lancashire Clinical Commissioning Group (CCG) and national averages (male: practice 77 years, England 79; female: practice 81 years, England 83).

Information published by Public Health England rates the level of deprivation within the practice population as three on a scale of one to 10 (level one represents the highest levels of deprivation and level 10 the lowest). East Lancashire has a higher prevalence of chronic obstructive pulmonary disease (COPD, a disease of the lungs), smoking and smoking related ill-health, cancer, mental health and dementia than national averages.

When the practice is closed out of hours treatment is provided by East Lancashire Medical Services Ltd.

Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 28 July 2016. This inspection was a planned focused desk top review to check whether the provider had taken the required action and was now meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, now amended by the current legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Detailed findings

How we carried out this inspection

At the inspection in July 2015, we found that safe care and treatment required improvement. Following the inspection

the practice supplied an action plan with timescales telling us how they would ensure they met Regulation 12 Safe care and treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We reviewed this information and made an assessment of this against the regulations.

Are services safe?

Our findings

The practice is rated as good for providing safe services.

At the inspection in July 2016 we found that actions were not taken to ensure that vaccine storage was in line with NHS England requirements. The temperature check sheets showed that fridge temperatures had been +11 °C and +12 °C on Monday 25 July 2016 at 7.15 am and over +8 °C on Tuesday 26 July 2016 but there was no record of any reporting or investigating this incident.

The practice had not carried out health and safety risk assessments and the fire evacuation procedures were not clear on how to support patients with limited mobility out of the building. A fire evacuation chair was in place, but none of the staff had been trained, and the evacuation procedure did not refer to the fire refuge points and procedures.

The practice had no formal procedures in place for checking that areas which were the responsibility of the building management met health and safety requirements. For example, privacy curtain change dates and ensuring no hazardous substances were on the practice premises.

The practice had not carried out risk assessments for staff. Specifically there were no risk assessments for moving and handling and lone worker risk assessments for staff who were visiting patients in their own homes.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to safe care and treatment since the inspection carried out in July 2016.

The practice manager submitted a copy of the lone working policy document dated 30 September 2016 that identified individual responsibilities for staff visiting patients at home. In addition the practice manager had undertaken a lone worker risk assessment this was dated 26 September 2016. Staff visiting patients at home were required to let colleagues know where they were going and carry a mobile telephone for use in the event of an emergency situation.

The practice manager confirmed that six members of staff attended fire and fire chair evacuation training on 29 September 2016.

The practice manager told us they had implemented a system whereby they carried out a daily check of the premises to ensure there were no hazardous substances such as air fresheners left out. Disposable privacy curtains were being dated to show when they were last changed and a diary reminder for curtain changes was recorded in the practice calendar.

Since the last inspection the centre manager had undertaken monthly checks to ensure all cleaning products were locked in the cleaner's room. Practice staff were able to get into this room should they need access to the spillage kit.

The practice manager submitted a copy of a significant event (SE) report to the CQC relating to the anomalies in fridge temperatures. This report stated that all the fridges were re-calibrated on 28 August 2016.

Are services effective?

(for example, treatment is effective)

Our findings

Please note this is a focused desk top review of safe care and treatment within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

Are services caring?

Our findings

Please note this is a focused desk top review of safe care and treatment within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Please note this is a focused desk top review of safe care and treatment within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

Our findings

Please note this is a focused desk top review of safe care and treatment within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>