

Beech Tree Medical Practice

Inspection 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 location

Good 

Are services safe?

Good 

Overall summary

This practice is rated as Good overall. (Previous rating 10 May 2018 – Good with requires improvement in safe)

The key question at this inspection was rated as:

Are services safe? – Good

We carried out an announced follow up inspection at Beech Tree Medical 5 December 2018. The reason for this inspection was to follow up from a previous inspection on 10 May 2018 when the area of safe had been identified as requiring improvement. The overall rating was good but there had been a breach of Regulation 12 HSCA Regulations 2014: Safe care and treatment. The full comprehensive report on the 10 May 2018 inspection can be found by selecting the 'all reports' link for Beech Tree Medical Practice on our website at .

At our inspection on 10 May 2018 we noted one medicine was out of date as the staff member had not been able to locate an expiry date. We also noted that four of the new patient group directions had not been signed by all relevant staff or the authorising person. There were also areas where we stated the provider should make improvements which we noted had been addressed.

At this inspection we found:

- The practice had reviewed a number of systems to manage risk so that safety incidents were less likely to happen. For example, in the checking of emergency medicines, dealing with new patient group directives (PGDs), testing of computer and IT equipment and sepsis training.
- The practice had introduced a system to follow up and record actions taken when children and vulnerable people had not attended for their hospital appointments.
- We noted that two fire drills had taken place and saw evidence to show that the building had been successfully evacuated.
- The practice had reviewed all policies in the practice and made a decision to review these annually.
- We saw evidence of how the practice had ensured that they received assurance from patients using blood self-testing equipment were aware of the need for calibration.
- The practice had continued to add to the carers register and this work was ongoing.

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Please refer to the detailed report and the evidence tables for further information.

Our inspection team

Our follow up inspection was carried out by a Care Quality Commission (CQC) inspector.

Background to Beech Tree Medical Practice

Beech Tree Medical Practice is a GP practice which provides primary medical services under a General Medical Services (GMS) contract to a population of approximately 5,150 patients living in the town centre and surrounding areas of Rugby. A GMS contract is a standard nationally agreed contract used for general medical services providers.

The practice operates from a modern purpose built, two storey building with disabled access and parking. The reception area is spacious and allows easy access for patients using mobility aids.

The practice population has a higher than average number of patients aged 15 to 64 years. National data indicates that the area is one that does not experience high levels of deprivation. The practice population is predominantly made up of white British patients with some Eastern European and Asian ethnic minority groups.

There are two GP partners, one male and one female and one salaried female GP. The practice employs three practice nurses, a practice manager and assistant practice manager who are supported by administration and reception staff.

The practice offers a range of services including smoking cessation, minor surgery, long term condition monitoring, cervical cytology and child health services.

The practice is open on Monday to Friday from 8am until 6.30pm. Extended hours appointments are offered on Wednesday evenings from 6.30pm until 7.30pm. The practice is the Rugby hub for the Coventry and Rugby Alliance extended hours service which gives all patients in the area access to primary care services from GPs and nurses six days a week until 9.30pm and Saturday mornings. There is also an option to be seen in a Coventry hub on Sunday mornings. When the practice is closed services are provided by the local out of hours provider by Care UK accessed via the NHS 111 service.

Are services safe?

At our previous inspection on 10 May 2018 we rated the practice as requires improvement for providing safe services as the practice had not ensured that all patient group directions (PGDs) were signed by the appropriate staff. We also found that one medicine for use in an emergency was out of date. These arrangements had significantly improved when we undertook a follow up inspection on 5 December 2018 and the practice is now rated good for providing safe services.

Safety systems and processes

During our last inspection we saw that no fire evacuation drills had taken place. When we carried out our follow up inspection we found that the practice had clear systems to keep people safe. For example, the carrying out of fire drills.

At our last inspection we noted that the practice did not enter in the patient records the actions taken when children or vulnerable patients had not attended hospital appointments. However, during this inspection the practice demonstrated the system in use to contact patients following a failure to attend and recorded this in the patients' records and notified the GP if there were concerns. The care records we saw showed that information needed to deliver safe care and treatment was available to staff.

Risks to patients

There were adequate systems to assess, monitor and manage risks to patient safety. At our previous inspection staff had not undertaken sepsis awareness training appropriate to their role. During this inspection we saw that training had been undertaken and staff were aware of the signs of sepsis. Staff we spoke with told us they had found this to be beneficial to their role.

Appropriate and safe use of medicines

The practice had reliable systems for appropriate and safe handling of medicines. They had addressed areas of concern which we identified on our previous inspection regarding medicines which had expired and unsigned patient group directions and we saw evidence to demonstrate that their systems were now working effectively.

We also noted during this inspection that the practice had introduced measures to ensure the calibration of blood coagulation equipment for patients who carried out self-testing. They had contacted all patients who used this equipment and entered a code on their records. We saw they had written to these patients and advised them of the need to have their equipment calibrated at the hospital and also saw that when patients had attended for equipment calibration this had been recorded in the patient's record.

Please refer to the evidence tables for further information.