

The Forge Surgery

Inspection report

Fleet Campus
Vale Road, Northfleet
Gravesend
Kent
DA11 8BZ
Tel: 01474564758
www.theforgesurgery.co.uk

Date of inspection visit: 28/06/2018
Date of publication: 07/08/2018

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 well-led?

Good 

Overall summary

The key question is rated as:

Are services well-led? - Good

We carried out an announced comprehensive inspection at The Forge Surgery on 14 September 2017. The practice was rated as good overall and requires improvement in well-led. During the inspection we found improvements were required. These were regarding the establishment of effective systems and processes to ensure good governance in accordance with the fundamental standards of care and that there had been a breach of Regulation 17, Good governance. We found that the system or process to assess, monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk was not effective, in that:

- The practice did not have an effective system for the management of infection prevention and control.
- There was a lack of understanding about how staff working alone in the evening were protected.
- There was not an effective system to check that safety alerts were actioned.
- Incident reporting did not support the recording of notifiable incidents under the duty of candour. For example, there were no records of the verbal communications with patients involved in significant events.
- Patient records did not effectively identify vulnerable adults and children.

At this inspection on 28 June 2018 we found:

The practice had revised their governance processes and had effective systems to mitigate risks including the management of infection prevention and control; the management of lone working in the evening; a system to check and document action taken regarding safety alerts; improved recording of verbal communications with patients and established a system for identifying vulnerable adults and children.

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.

Population group ratings

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector.

Background to The Forge Surgery

The Forge Surgery is located in a residential area of Gravesend, Kent and provides primary medical services to approximately 3400 patients. The practice is based in Fleet Health Campus a purpose built health centre which is shared with other GP practices, a walk-in centre and a community pharmacy. The centre is purpose built and has good access for patients with limited mobility and parents with young babies/children. There is a large car park for patient use.

There are two GP partners at the practice, one female and one male. There are two locum female practice nurses. The GPs and nurse are supported by the practice manager and a team of three reception/administration staff.

The practice demographic is similar to the national average though there are fewer male patients between the ages of 15 and 44 than nationally. Unemployment in the area is higher than the national average. High demand for health services is sometimes correlated with higher unemployment.

The practice is open from Monday to Friday between 8am and 6.30pm except for Thursday, when the practice closes at 1pm. Appointments are from 9.30am to 1pm and from 4.30pm to 6.30pm. There is an extended hours surgery on Monday evening from 6.30pm to 8pm. On Thursday afternoons a GP from another local practice is on call for emergencies. Appointments can be booked over the telephone, online or in person at the practice. Patients are provided with information on how to access an out of hours provider by calling the surgery and on the website.

The practice runs a number of services for its patients including; chronic disease management, new patient checks, minor surgery, family planning and travel advice. The practice does not provide out of hours services which are accessed through NHS 111. There is information on the practice's website and displayed at the practice regarding accessing care when the practice is closed.

Services are provided from The Forge Surgery, Fleet Campus, Vale Road, Gravesend, Kent, DA11 8BZ.

Are services well-led?

We rated the practice as good for providing a well-led service.

Governance arrangements

There were clear responsibilities, roles and systems of accountability to support good governance and management.

- Structures, processes and systems to support good governance and management were clearly set out, understood and effective.
- Staff were clear on their roles and accountabilities including in respect of infection prevention and control.
- Practice leaders had established policies, procedures and activities to ensure safety and assured themselves that they were operating as intended. There was a new practice manager in post who was experienced in the role. A lone working policy and process had been introduced and was operational. The system for reviewing and investigating when things went wrong had been extended to include verbal information and records reviewed demonstrated detailed information. A policy regarding the duty of candour had been implemented.

Managing risks, issues and performance

There were clear and effective processes for managing risks, issues and performance.

- There was an effective, process to identify, understand, monitor and address current and future risks including risks to patient safety. Vulnerable patients and children had been identified and flagged on the practice IT system.
- The practice had processes to manage current and future performance. Practice leaders had oversight of safety alerts and there was a process to help ensure that action was taken to inform patients where there was potential risk identified.

Please refer to the evidence tables for further information.