

Drs Macdonald, Guinan, Charles-Jones & Anderson

Quality 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 service

Good



Are services safe?

Good



Summary of findings

Contents

Summary of this inspection

Overall summary	2
The five questions we ask and what we found	3

Detailed findings from this inspection

Why we carried out this inspection	4
Detailed findings	5

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of this practice on 3 December 2015. Breaches of legal requirements were found. After the comprehensive inspection, the practice wrote to us to say what they would do to meet legal requirements in relation to the breaches. We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Drs Macdonald, Guinan, Charles-Jones & Anderson on our website at www.cqc.org.uk

Our key findings were as follows:

- A Disclosure and Barring Service (DBS) check had been carried out to confirm the suitability of all clinical staff for their roles.
- The procedures for the management of vaccines had been reviewed to ensure they were safely managed.

The areas where the provider should make improvements are:

- The procedure around the safe management of vaccines should contain information about how the security of the vaccines is to be maintained.

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?

Records demonstrated that Disclosure and Barring Service (DBS) checks had been carried out to confirm the suitability of all clinical staff for their roles. The procedures for the management of vaccines had been reviewed to ensure they were safely managed.

Good



Drs Macdonald, Guinan, Charles-Jones & Anderson

Detailed findings

Why we carried out this inspection

We undertook an announced focused inspection of Drs Macdonald, Guinan, Charles-Jones & Anderson on 20 July 2016. This inspection was carried out to check that

improvements to meet legal requirements planned by the practice after our comprehensive inspection on 3 December 2015 had been made. We inspected the practice against one of the five questions we ask about services: is the service safe? This is because the service was not meeting legal requirements in relation to recruitment checks of staff and the safe management of vaccines.

Are services safe?

Our findings

At the comprehensive inspection of the practice on 3 December 2015 we looked at a sample of recruitment records and found there was no evidence that two of the GPs had received a Disclosure and Barring service (DBS) check (these checks provide employers with an individual's full criminal record and other information to assess the individual's suitability for the post). At this visit these checks had been applied for and we were provided with evidence that they had been completed following our visit. In addition a system had been put in place to ensure that on-going checks of the GP Performers List and General Medical Council (GMC) took place to ensure continuing suitability for employment.

At the comprehensive inspection of the practice on 3 December 2015 we found that the procedures for the management of vaccines needed to be reviewed to ensure vaccines were held securely, safely monitored and any concerns identified were reported, investigated and acted upon.

Following our last visit the concerns identified were investigated as a significant event and appropriate action

was taken to minimise a recurrence. Minutes of a clinical meeting showed that the concerns had been shared across the clinical team. The vaccine fridges were inspected by the manufacturer and found to be in good working order and NHS England were consulted for advice. Training had taken place for all relevant staff around the safe management of vaccines that included the procedure to follow when any concerns were identified. Training had also been provided to relevant staff on the safe management of the vaccine fridges and written guidance was available for staff to refer to. We checked the vaccine fridge in use at the time of our visit. We found that this was being safely managed and daily checks of fridge temperatures were being recorded. The fridge was also locked. We spoke to the practice manager and a practice nurse who told us that the rooms the vaccines were stored in were kept locked when the rooms were vacant. The procedure around the safe management of vaccines did not contain information about security and should be included. At our last visit the vaccine fridges had one thermometer. As an additional safeguard the practice had obtained an additional thermometer that operated independently of mains power and provided a method of cross checking the accuracy of the fridge temperature.