

# Stroud Valleys Family Practice

## 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

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## Overall summary

### Letter from the Chief Inspector of General Practice

In February 2016, a comprehensive inspection of Stroud Valleys Family Practice was conducted. The practice was rated as requires improvement for safe and good for effective, caring, responsive and well led. Overall the practice was rated as good.

We found that the practice required improvement for the provision of safe services because improvements were needed in the way the practice assessed, managed and mitigated the risk associated with the spread of infections.

Stroud Valleys Family Practice sent us an action plan which set out the changes they would make to improve in these areas.

We carried out an announced desk top inspection of Stroud Valleys Family Practice on 22 September 2016 to ensure the practice had made these changes and that the service was meeting regulations. At this inspection we

rated the practice as good for providing safe services. The overall rating for the practice remains good. For this reason we have only rated the location for the key question to which this related. This report should be read in conjunction with the full inspection report published on 11 April 2016.

Our key findings were:

- The practice had processes in place to prevent, detect and control the spread of infections, including those that are health care associated.
- Recommended training had been undertaken by practice staff.
- Procedures were in place for ensuring patients were aware of the chaperone policy.

### 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. Since our last inspection in February 2016, systems had been put in place to ensure safe patient care.

- Infection control audits had been completed by the infection control leads.
- Staff had completed training modules relating to infection control.
- The practice had a cleaning schedule in place and was able to demonstrate oversight of the contract they had with the owners of the building.
- Staff had completed recommended training modules.

**Good**



# Stroud Valleys Family Practice

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

The desk top review was undertaken by a CQC inspector.

### Why we carried out this inspection

We carried out a comprehensive inspection on 4 February 2016 and published a report setting out our judgements. We asked the practice to send a report of the changes they would make to comply with the regulations they were not meeting. We have followed up to make sure the necessary changes had been made and to update the rating for provision of safe services. Our desktop review found the practice was meeting the fundamental standards included within this report. This report should be read in conjunction with the full inspection report.

### How we carried out this inspection

We undertook a focused desk top inspection of Stroud Valleys Family Practice on 22 September. We have not revisited Stroud Valleys Family Practice as part of this review because they were able to demonstrate that they were meeting the standards without the need for a visit. This was carried out to check that the practice had completed the actions they told us they would take to comply with the regulations we found had been breached during an inspection in February 2016. To complete this desk top inspection we:

- Reviewed records relevant to the management of infection control and fire safety
- Spoke with the practice manager.

Because this was a focused follow up inspection we looked at one of the five key questions we always ask:

- Is it safe?

# Are services safe?

## Our findings

### Safe track record and learning

When we visited the practice in February 2016 we found that :

- The practice had no cleaning schedule and was unable to demonstrate oversight of the contract they had with the owners of the building
- Staff had not received up to date prevention of infection control training.
- Infection control audits had not been carried out.

This was a breach of Regulation 12 HSCA (RA) regulations 2014: Safe care and treatment. Following our comprehensive inspection, the practice sent us an action plan which detailed how they would ensure all these areas were addressed.

We also told the practice that they should:

- Have procedures in place to ensure patients were aware of the chaperone policy.
- Ensure staff have received mental health capacity training within the practice.

Subsequently they provided us with evidence of the changes in the management of infection prevention control. This included a detailed action plan.

We undertook a desk based review on 22 September 2016 to review these systems and ensure the improvements had been completed. From our desk based inspection we found:

### Overview of safety systems and processes

- Comprehensive cleaning schedules were in place.
- Cleaning audits had been undertaken by the practice and we saw that there was oversight of the cleaning contract held with the owners of the building.
- Staff had completed recommended training modules relating to infection control prevention.
- Mental capacity act training had been undertaken by relevant staff.
- We received confirmation that all the consulting rooms, plus the waiting room now had information displayed regarding chaperones. A media screen had been installed in the waiting room which also displayed information regarding asking for a chaperone if required.

Our review found the practice had made sufficient progress to comply with the relevant regulation. This enabled us to provide an updated rating for provision of safe services.