

Dr Cartwright & Mahfouz

Inspection report

Keelinge House Surgery
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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

We carried out an announced comprehensive inspection at Drs Cartwright & Mahfouz on 20 November 2017. Overall the practice was rated as good with requires improvement for providing safe services. The full comprehensive report on the November 2017 inspection can be found by selecting the 'all reports' link for Drs Cartwright & Mahfouz on our website at .

This inspection was a desk-based review carried out on 10 December 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 20 November 2017. This report covers our findings in relation to those requirements and additional improvements made since our last inspection.

Overall the practice remains rated as good.

Our key findings were as follows:

- The practice had strengthened its recruitment procedures to include Disclosure and Barring Service (DBS) checks a physical and mental health assessment for all staff.
- Environmental risks had been formally assessed and monitored.
- The practice had redefined roles and responsibilities within the management structure.
- An action plan had been produced to explore how ongoing improvement work could be used to address patient feedback

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

Population group ratings

Our inspection team

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

Background to Dr Cartwright & Mahfouz

Drs Cartwright & Mahfouz is located in Dudley, West Midlands and delivers regulated activities from Keelinge House Surgery only.

The practice is registered with the Care Quality Commission (CQC) as a partnership provider and holds a General Medical Services (GMS) contract with NHS England and provides a number of enhanced services to include minor surgery. A GMS contract is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract. The practice is part of the NHS Dudley Clinical Commissioning Group (CCG).

The practice treats patients of all ages and provides a range of medical services. There are approximately 6,500 registered patients at the practice. The practice local area is one of high deprivation when compared with the local and national averages; which could mean an increased demand on GP services. The practice has a higher percentage of younger patients when compared to the local and national averages. For example; 26% of patients at the practice are aged under 18 compared to the CCG average of 20% and the national average of 21%. The practice has 55% of patients with a long-standing health condition which is in line with local and national averages.

The practice is owned and managed by two GP partners (one male, one female) who are supported by two salaried GPs, two physician's associates, two practice nurses, a healthcare assistant, an administration team and a management team. Opening hours are between 8am and 6.30pm Monday to Friday. Extended hours appointments with a GP or nurse are available on a Saturday morning between 8.30am to 11.30am.

The practice is a training practice and currently has year one and year two medical student trainee doctors. There is a plan to reintroduce GP registrars following the completion of training by one of the salaried GPs. The practice is registered with Birmingham University Medical School and has a long-established history of training doctors, many of whom have continued to work at the practice. The practice has also worked with Wolverhampton University and Birmingham University to train Physician's Associates.

Additional information about the practice is available on their website:

Are services safe?

At our previous inspection on 20 November 2017, we rated the practice as requires improvement for providing safe services. This was because the registered persons had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment. In particular:

- Appropriate checks had not always been carried out on staff employed.
- Environmental risks had not always been formally assessed and monitored.
- The prescription tracking system did not minimise the risk of fraud.
- There was no formal induction programme for new staff.
- There was no system in place to ensure regular reviews of policies and protocols and to assess that they governed activity.

These arrangements had improved sufficiently when we undertook a follow up inspection on 10 December 2018. The practice is now rated as good for providing safe services.

Safety systems and processes

- At the last inspection in November 2017, we found shortfalls in the practice recruitment procedures. These included staff not having had a criminal record check through the Disclosure and Barring Service (DBS). DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable. Since the last inspection the provider had reviewed its policy for recruitment checks against the requirements detailed in schedule three of the Health and Social Care Act 2008 (Regulated Activities) Regulation 2014. A risk assessment had been carried out on all staff to determine if a DBS check was required, and a new online system introduced for all staff who required a DBS check. A formal record of staff

immunisation status was now maintained and a system for checking professional registration (where applicable) had been implemented. A health assessment had been completed on all staff.

Risks to patients

- At the previous inspection in November 2017 we found that there was a detailed induction pack in place for medical students but not for staff members. Some non-clinical staff we spoke with told us they had shadowed experienced staff but had not completed a formal induction. Since the last inspection in November 2017, a formal induction checklist had been introduced which included an introduction to practice staff, organisation rules, health and safety and information governance.

Safe and appropriate use of medicines

- At the November 2017 inspection, we found that the prescription tracking system was not effective because the clinical rooms were shared and prescription forms assigned to each room were used by different clinicians. This system had since been reviewed and improved and each clinician had prescription forms allocated to them individually. A lockable box had been provided to each prescriber to empty printers and store unused prescription forms that had been issued for additional security.

Track record on safety

The practice safety arrangements had been strengthened following recommendations made at the November 2017 inspection.

- There were records to demonstrate that routine safety checks were now being undertaken, for example; for legionella monitoring.
- The practice had carried out a fire risk assessment in September 2018.