

Vista Road Surgery

Inspection report

Vista Road
Newton Le Willows
Merseyside
WA12 9ED
Tel: 01925221457
<WWW.XXXXXXXXXXXXXXXXXX>

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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?

Requires improvement



Overall summary

We carried out this announced focussed inspection at Vista Road Surgery on 12 December 2019 to, follow-up on Requirement Notices made in the safe domain at the previous inspection on 7 November 2018.

We looked at the key question: safe.

At the last inspection in November 2018 we rated the practice as requires improvement for providing safe services because:

- Systems in place did not ensure patients on high risk medicines were appropriately managed.
- Emergency medicines provided at the main branch and carried in the doctors' bags did not meet best practice and emergency equipment was out of date.
- Systems in place did not ensure infection prevention and control measures met legal requirements.

While the practice had made some improvements since our inspection on 7 November 2018, the Requirement Notice in relation to emergency medicines and equipment available at the main practice and carried in the doctors' bags had not been fully addressed. In addition, infection control requirements had not been fully met.

At this inspection we also identified additional concerns that put patients at risk in particular: the management of patient group directives which are, signed documents permitting nurses to administer certain medicines, did not meet the legal requirements; recruitment policies and procedures were not followed to ensure all the required information was checked before new recruits commenced work in particular: disclosure and barring service (DBS) checks and pre-employment health checks; and appropriate information about the immunisation status of staff was not readily available.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

The practice continues to be rated as **requires improvement** for providing safe services because:

- The practice did not provide care in a way that kept patients safe and protected them from avoidable harm.

We carried forward the ratings from the last inspection for all other key questions and all population groups which all remain rated as good. The overall rating remained good.

The areas where the provider **must** make improvements are:

- Ensure that care and treatment is provided in a safe way.
- Ensure recruitment procedures are established and operated effectively to ensure only fit and proper persons are employed.

(Please see the specific details on action required at the end of this report).

The areas where the provider **should** make improvements are:

- Consider measures to prevent accidental power-loss to the vaccination fridge that is not hard wired.
- Consider displaying the cleaning rota in each room. Review the cleaning schedule for the consultation room used for minor surgery room.
- Consider policies and procedures to reduce any risks associated with online services.
- Consider introducing processes that audit the management of information about changes to a patient's medicines and other care and treatment made by other services.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a CQC lead inspector.
The team included a GP specialist advisor.

Background to Vista Road Surgery

Vista Road Surgery is provided by Market Street Surgery and is situated at Vista Road, Newton-Le-Willows, Merseyside, WA12 9ED. There is also a branch surgery Kinnock Park surgery, Buttonwood, Warrington, Cheshire, WA5 4PU which was not visited as a part of the inspection.

The practice is part of the St Helens Clinical Commissioning Group (CCG) and has a General Medical Services (GMS) contract and out of hours services are provided by St Helens Rota. The provider offers a range of general practice services to the whole population.

The practice has a register of 7,893 and the percentage of people over 65 years is higher than the local and national averages.

The practice is registered with the Care Quality Commission to provide:

- Maternity and midwifery services
- Diagnostic and screening services
- Surgical procedures
- Treatment of disease, disorder or injury

The practice is open Monday to Friday 8am to 6.30pm.

The management team consists of the practice manager; office manager and four GP partners.

The clinical staff consists of:

Five GPs (three males and two female)

One advanced nurse practitioner (female)

Two practice nurses (female)

One health care assistant (female)

The practice is also supported by a team of reception and administration staff.

The practice is designated as a teaching practice by the local university and has the responsibility for educating trainee GP's. This means that there are also GP registrars on placement in the practice.

Information published by Public Health England, rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. People living in more deprived areas tend to have greater need for health services. Male life expectancy is 76 years compared to the national average of 79 years. Female life expectancy is 80 years compared to the national average of 83 years.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met</p> <p>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.</p> <p>In particular:</p> <ul style="list-style-type: none">• The provider had not identified the need to act to make sure the hot water system was cleaned and chlorinated in line with the recommendations from the legionella report completed December 2018. <p>There was limited proper and safe management of medicines. In particular:</p> <ul style="list-style-type: none">• The provider did not have effective arrangements in place for the monitoring and security of prescriptions pads and computer prescription paper, both on delivery and when they were distributed through the practice.• The provider had not completed a risk assessment to identify mitigating steps needed regarding medicines or other items omitted from the emergency medicines and equipment kit.• The provider had not ensured all equipment provided for emergency response is clean and fit for purpose.• The provider had not ensured documents that gave nurses permission to administer prescription-only medicines were completed properly and legal. <p>This was a breach on Regulation 12 HSCA 2008</p>

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services	Regulation 19 HSCA (RA) Regulations 2014 (1)&(2) Fit and proper persons employed

This section is primarily information for the provider

Requirement notices

Surgical procedures

Treatment of disease, disorder or injury

How the regulation was not being met:

The registered person's recruitment procedures did not ensure that only persons of good character were employed. In particular:

- Disclosure and barring checks (DBS) had not been completed for recently employed staff.
- A risk assessment had not been completed to identify and mitigate potential risks.
- Systems were not in place to support the completion of these checks before staff took up their posts.

The registered person's recruitment procedures did not establish whether staff were able, by reasons of their health and after reasonable adjustments, to properly perform tasks intrinsic to the work for which they are employed. In particular:

- A health declaration which confirmed fitness for the role had not been sought from the most recent recruit.
- Information to confirm the immunisation status of staff was not readily available.
- Systems were not in place to support the completion of these checks before staff took up their posts.

This was a breach of Regulation 19 HSCA 2008.

This section is primarily information for the provider

Enforcement actions

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these. We took enforcement action because the quality of healthcare required significant improvement.