

Beaumont Park Surgery

Quality Report

Hepscott Drive

Whitley Bay

NE25 9XJ

Tel: Tel: 0191 251 4548

Website: www.beaumontparkmedicalgroup.co.uk

Date of inspection visit: 18 August 2016

Date of publication: 23/09/2016

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

	Page
Overall summary	2
The five questions we ask and what we found	3
What people who use the service say	4

Detailed findings from this inspection

Our inspection team	5
Background to Beaumont Park Surgery	5
Why we carried out this inspection	5
How we carried out this inspection	5
Detailed findings	7

Overall summary

Letter from the Chief Inspector of General Practice

We carried out a previous announced comprehensive inspection of this practice on 8 December 2016. Overall, we rated the practice as good. However, there was a breach of legal requirement. In particular, we found:

- A continuing breach of a legal requirement regarding the lack of appropriate authorisation being in place for healthcare staff to administer vaccines. Also, the arrangements for ensuring the security of prescriptions was not sufficiently rigorous.

After the comprehensive inspection the practice told us about what they would do to address the identified breach. We undertook this announced focussed inspection, on 18 August 2016, to check that the practice had followed their plan and to confirm that they now met

the legal requirement. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Beaumont Park Surgery on our website at www.cqc.org.uk.

Our key findings were as follows:

The provider had complied with the requirement notice we set following our last inspection visit. In particular, we found:

- The correct authorisation had been put in place to enable health care staff to administer vaccines.
- Prescription pads and blank prescriptions were securely stored.

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.

The provider had taken action to comply with the requirement notice we issued following our last inspection of the service. Action had been taken to make sure that the proper authorisations were in place, to allow healthcare staff to administer influenza vaccines. The arrangements for ensuring the security of prescriptions had been improved also.

Good



Summary of findings

What people who use the service say

We did not speak with patients during this inspection.

Beaumont Park Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Background to Beaumont Park Surgery

Beaumont Park Surgery is registered with the Care Quality Commission to provide primary care services. It is a medium sized practice providing care and treatment to patients of all ages, based on a General Medical Services (GMS) contract agreement for general practice. The practice is situated in Whitley Bay and is part of the NHS North Tyneside clinical commissioning group (CCG). The practice provides services to approximately 6,599 patients from one location, Beaumont Park Surgery, Hepscott Drive, Whitley Bay, NE25 9XJ. We visited this location as a part of the inspection.

The practice had a mostly white British population. Nationally reported data showed that 1.6% of the population were Asian and 1.1% were from other non-white ethnic groups. The data also showed the practice had a lower percentage of people with long-standing health conditions than the England average, and more people with caring responsibilities. Life expectancies for men and women were above the England averages. There were lower levels of social deprivation in relation to older people and children.

The practice is located in a purpose built building, with all treatment and consultation rooms on the ground floor. The practice provides a range of services and clinics, including services for patients with asthma, heart disease and

diabetes. There are four GP partners (one male and three female), a nurse practitioner (female), a practice nurse (female), three healthcare assistants (female) and a team of reception and administrative staff.

The practice is open:

- Monday and Tuesday: 8am to 6:30pm.
- Wednesday: 7am to 8pm.
- Thursday and Friday: 7am to 6:30pm.

GP appointment times are:

- Monday and Tuesday: 8am to 1pm and 2:30pm to 5:50pm.
- Wednesday: 7am to 1pm and 2:30pm to 7:50pm.
- Thursday and Friday: 7am to 1pm and 2:30pm to 5:50pm.

When the practice is closed patients can access out-of-hours care via Vocare (known locally as Northern Doctors), and the NHS 111 service.

Why we carried out this inspection

We undertook an announced, focused follow up inspection of Beaumont Park Surgery on 18 August 2016. This inspection was carried out to check whether the provider had taken the action they said they would take to address shortfalls in relation to a legal requirement regarding the appropriate authorisation being place for healthcare staff to administer vaccines, as identified in our inspection on 8 December 2015. We inspected the practice against one of the five questions we ask about services: is the service safe.

Detailed findings

How we carried out this inspection

Before visiting, we reviewed a range of information that we hold about the practice and asked other organisations to share what they knew. We carried out an announced visit on 18 August 2016. During our visit:

- We spoke with the practice manager.
- We reviewed a sample of the records kept by staff.
- We looked at some of the equipment kept by the practice.

Are services safe?

Our findings

When we last inspected the practice, in December 2015, we identified that some aspects of the practice's arrangements for managing medicines were not safe. In particular, we found that:

- Influenza vaccines were being administered without the correct authorisation.
- The arrangements for ensuring prescription security were not fully effective.

During our inspection on 18 August 2016, we found that:

- The provider had complied with the requirement notice we issued following our last inspection. Following our previous inspection, the practice had immediately stopped their healthcare assistants from administering influenza vaccines, until the proper authorisation was put in place.

- Appropriate authorisation was now in place. In advance of the practice's forthcoming seasonal influenza campaign, a Patient Specific Direction (PSD) had been drawn up. This included the names of all the patients to be covered by the PSD. We saw it had been signed by the prescribing GP and a practice nurse. (A PSD is a written instruction, signed by a doctor for medicines to be supplied and/or administered to a named patient after the prescriber has assessed the patient on an individual basis.) The practice manager told us that the health care assistant (HCA) who would work under the PSD would not be asked to sign the document, until their competency to work under it had been assessed by the practice nurse. This was planned to take place shortly, as part of the HCA's appraisal arrangements.
- The stocks of prescription forms were now stored in a lockable cabinet.