

# Phoenix Medical Group

## Inspection 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.

# Overall summary

We carried out an announced comprehensive inspection at Phoenix Medical Group on 8 March 2018. We identified breaches of three legal requirements. Requirement notices were issued for two breaches and a warning notice for one breach was issued. This focused unannounced inspection on 22 May 2018 was to check whether the provider had taken steps to comply with the legal requirements of the warning notice against:

- Regulation 15 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Premises and equipment.

This report only covers our findings in relation to this requirement. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Phoenix Medical Group on our website at .

Our key findings across the areas we inspected were as follows:

- Actions had been taken to address all concerns identified in the breach of regulation.
- Security arrangements at the Thornley Surgery had been reviewed and improvements made.
- Controlled stationary was held in accordance with National Guidance.

The areas where the provider should make improvements are;

- Continue to review the arrangements to store healthcare waste in accordance with Department of Health Guidance.

**Professor Steve Field** CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

## Our inspection team

The inspection was carried out by the CQC inspector who was the lead inspector of the previous inspection.

## Background to Phoenix Medical Group

Phoenix Medical Group is registered with the Care Quality Commission to provide primary care services. The practice provides services to approximately 7,500 patients from three locations. We visited the Thornley and Wheatley Hill locations as part of this inspection;

- Thornley Practice, Dunelm Road, Thornley, County Durham, DH6 3HW
- The Surgery, Ashmore Terrace, Wheatley Hill, County Durham, DH6 3NP
- The Surgery, 2 The Green, Woodland Crescent, Kelloe, County Durham, DH6 4NU

Thornley Practice is located in purpose built premises. The practice has its own car park, dedicated disabled parking bays and step free access.

The Surgeries at Wheatley Hill and Kelloe are purpose built. They have car parking with disabled bays and level access.

The practice has three GP partners (two male and one female) and one male salaried GP, all are full time. There is one full time advanced nurse practitioner, three practice nurses (WTE 2.4), a phlebotomist (WTE 0.8) and a healthcare assistant (WTE 0.6). There is a practice manager and assistant practice manager both full time. There are 13 administration and reception staff (WTE 12.1).

The opening times at the Thornley Practice and The Surgery at Wheatley Hill are 8am until 6pm Monday to Friday. Consulting times at both surgeries are 9am until 11:30am and 2:40pm to 5:30pm.

The Surgery at Kelloe is open Monday to Wednesday 8am until 12:30pm and Thursday and Friday 8am until 12 noon. Consulting times are 9am until 11:30am.

Late evening GP appointments are available on a Monday alternating between Wheatley Hill and Thornley Surgeries. There are early morning and late evening nurse appointments.

The practice is part of a local federation of GP practices which provides extended opening hours for patients; appointments are available late evening, weekend and bank holidays. Patients can contact the practice reception team to arrange appointments. When this service is not provided patients requiring urgent medical care can contact the out of hours service provided by NHS 111.

The practice is part of NHS Durham Dales and Sedgefield clinical commissioning group (CCG). The practice provides services based on a Personal Medical Services (PMS) contract agreement for general practice.

Information from Public Health England places the area in which the practice is located in the second most deprived decile. The income deprivation score for the practice is 36 compared to the CCG average of 30 and the national average of 24. In general, people living in more deprived areas tend to have greater need for health services. Average male life expectancy at the practice is 77 years which is lower than the national average of 79. Average female life expectancy at the practice is 79 years which is lower than the national average of 83 years.

# Are services safe?

At our previous inspection on 8 March 2018, we rated the practice as inadequate for providing safe services as some arrangements were not satisfactory; this included:

- The security of the practice at Thornley Surgery.
- The security of patient records at Thornley Surgery.
- Controlled stationary was not held in accordance with national guidance.
- Healthcare waste was not stored securely.

These arrangements had significantly improved when we undertook a follow up inspection on 22 May 2018.

## **Safety systems and processes**

When we inspected in March 2018 we found that healthcare waste was not stored securely in accordance with Department of Health Guidance. The used waste bags were stored in a cupboard in a consulting room which was not locked.

During this focused inspection we saw the healthcare waste was kept in a locked cupboard still in the same consulting room. However, they were currently reviewing the arrangements for the waste to be collected every week, as at the present time it was collected every two weeks. The practice did not have a storage room where this could be kept or an area to keep it secure outdoors.

## **Safe and appropriate use of medicines**

When we inspected in March 2018 we found that signed prescriptions awaiting collection were not stored in a locked cupboard when the Thornley surgery was closed. We saw that blank prescriptions were left in printers in consulting and treatment rooms which were unlocked at both at the Wheatley Hill and Kelloe surgeries. While there was a log of blank prescriptions kept at each surgery, there was no way of tracking which prescriptions had been assigned to each clinical room.

During this focussed inspection we spoke with staff who explained and showed us where signed prescriptions were securely stored overnight. We visited Wheatley Hill Surgery and saw that coded door locks had been fitted to the clinical rooms to keep the blank computer prescriptions secure. There was a log kept showing to which room blank computer prescriptions were assigned. We were told that at Kelloe Surgery patients had to be buzzed through doors into the clinical areas. There had been a review of security arrangements and this had led to further training of staff about the expectation and assurance that doors needed to be locked.

## **Track record on safety**

When we carried out our inspection in March 2018 we found that the door in the conference room at the Thornley Surgery which led to the car park, was left unlocked. We further observed this door being used as a staff entrance and there was a significant risk it could be left unlocked due to the nature of the lock on the door. Patient records were stored in this room in cabinets and we saw three of the ten cabinets were not locked. We observed the door from the receptionist's room into the waiting area at Thornley Surgery was left unlocked when the surgery was open to the public.

During this focussed inspection we saw that a new lock had been fitted to the conference room door at Thornley Surgery, this was a coded lock which locked shut when the door was closed. We checked on our arrival at the practice and found the room was securely locked. There was a notice on the door which said no entry. We checked the patient records stored in the room and found all of the secure cabinets containing them were locked. A new coded door lock had been fitted to the door from the receptionist's room into the waiting area. We checked on our arrival and found this was locked.