

BrisDoc Healthcare Services - Osprey Court

Quality Report

21 Osprey Court
Hawkfield Way,
Hawkfield Business Park,
Bristol BS14 0BB
Tel: 0117 937 0900
Website: www.brisdoc.co.uk

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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

Following our comprehensive inspection of the service on 11-16 March 2017, the service was rated as requires improvement for safe, good for effective, caring, and well-led, and outstanding for responsive services. We rated the service as good overall. We issued a requirement notice with regards to Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Safe care and treatment in respect of medicines management.

This focused follow up inspection was undertaken on the 26 October 2017 to confirm that the service had carried out their plan to meet the legal requirements in relation to those that we identified in our previous inspection. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

The service is now rated as good for providing safe services.

Our key findings were as follows:

- Systems and processes such as for the storing and security of medicines were now in place to keep patients safe. The organisation had invested in additional staff hours to ensure the stock checking of medicines was consistently accurate across all sites.
- Safety and security procedures had been reinforced through staff training and /or guidance provided to the site host staff.
- The service had replaced their blood glucose monitors so that the same unit was available at all sites.

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?

At our last inspection on 11-16 March 2017 we rated the service as requires improvement for providing safe services. We told the service they were not meeting the requirements for Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Safe care and treatment.

Following this inspection we have rated the service as good for providing safe services.

We saw improvements to the storing and security of medicines at the out of hours sites; safety and security procedures had been reinforced through training and /or guidance provided to the site host staff. Blood glucose monitors used by the service had been replaced so that there was continuity of maintenance and calibration.

Good



BrisDoc Healthcare Services – Osprey Court

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC lead inspector with a second CQC inspector.

Background to BrisDoc Healthcare Services - Osprey Court

This Out of Hours service is provided by BrisDoc Healthcare Services Limited and the Medical Director acts as the registered manager. There are two GPs working within the service who act as clinical leads, there are 150 GPs who are not directly employed and undertake a sessional commitment. In addition to the GPs, the service employs the equivalent of approximately 11 whole time advanced practitioners (either advanced nurse practitioners or emergency care practitioners) health care assistants, 0.75 whole time equivalent pharmacist, approximately 15 whole time equivalent car drivers, 15 whole time equivalent on-site hosts (who manage the operational service in their base) and just over four whole time equivalent shift managers (who co-ordinate the service).

The Out of Hours service registered location is BrisDoc Healthcare Services - Osprey Court, Hawkfield Way, Hawkfield Business Park, Bristol BS14 0BB. They base their control room at Osprey Court from 8am to 11pm on weekend and bank holidays. The service covers three clinical commissioning group (CCG) areas with six active

bases, three within the CCG area of Bristol, two in North Somerset and one in South Gloucestershire. The total population served is approximately 962,600. In the last year the service received approximately 110,000 contacts from patients. Initial assessment when a patient calls for advice and treatment is undertaken by the NHS 111 service operated by Care UK NHS 111. Once the assessment has been completed the NHS 111 team can book patients directly into the Out of Hours service. This could involve direct booking for a visit to one of the six Out of Hours bases or for a further review by the Out of Hours GPs. The second stage assessment can result in either a home visit, request to attend the Out of Hours bases or telephone advice.

- New Court Surgery Out of Hours base is at Weston super Mare. This is a shared facility located in a large health centre. It is open from 8pm to 8am (overnight) Monday to Saturday and from 8am on a Saturday through to 8am Monday morning. This centre is also open on bank holidays from 8am to 8am the next day. This base does not accept walk in patients.
- Clevedon Hospital Out of Hours base is at Clevedon Hospital. It is open from Monday to Friday 7pm to 11pm and on weekends and bank holidays from 9am to 9pm. This base does not accept walk in patients.
- Southmead Hospital Out of Hours base is in the Ante-Natal Department on the Southmead Hospital site run by the North Bristol NHS Trust. It is open from Monday to Friday 7pm to 11pm and on weekends and bank holidays from 8am to 9pm. This base does not accept walk in patients.
- Bristol Royal Infirmary Out of Hours base is in the Bristol Royal Infirmary University Hospitals Bristol NHS

Detailed findings

Foundation Trust. It is open from Monday to Friday 6.30pm to 10pm and on weekends and bank holidays from 12 noon to 8pm. This base does not accept walk in patients.

- Cossham Hospital Out of Hours base is at Cossham Hospital. It is open from Monday to Friday 6.30pm to 8am and on weekends and bank holidays is open 24 hours. This base does not accept walk in patients.
- Knowle Health Park Out of Hours base is in Knowle Health Park. It is open from Monday to Friday 6.30pm to 8am and on weekends and bank holidays it is open for 24 hours. This base does not accept walk in patients. The control room is operated from this base from Monday to Friday 6.30pm to 8am.

Why we carried out this inspection

We undertook this focused follow up inspection on 26 October 2017. This inspection was carried out to review in detail the actions taken by the service to improve the quality of care and to confirm that the service was now meeting legal requirements.

How we carried out this inspection

During our visit we:

- Spoke with the Head of Out of Hours service, the Head of Out of Hours Nursing, the Deputy Facilities Manager, on-site hosts, and a driver.
- Reviewed policies, procedures, action plans and other evidence.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the Care Quality Commission at that time.

Are services safe?

Our findings

At our previous inspection on 11-16 March 2017, we rated the service as requires improvement for providing safe services as the arrangements in respect of medicines management needed improving. We also told the provider they should:

- Ensure the implementation of the protocols for staff in respect of emergency situations such as fire, and base security.
- Ensure the calibration and checking of blood glucose meters was carried out in accordance with the manufacturer's specification at all times.

These arrangements had significantly improved when we undertook a follow up inspection on 26 October 2017. The service is now rated as good for providing safe services.

Medicines management

The arrangements for managing medicines, including emergency medicines and vaccines, in the service minimised risks to patient safety (including obtaining, prescribing, recording, handling, storing, security and disposal).

- The service had a comprehensive medicines management policy with protocols in place to keep patients safe. We found the storage of medicines at bases and in vehicles were secure. The medicines management processes (ordering, supply and prescribing) made sure that patients received medicines when needed. Processes were in place for checking medicines, including those held at the bases and

medicines bags for the Out of Hours vehicles. We spot checked the medicines at two bases and found new systems had been implemented to improve their management. We found that the checklist for content and quantity of medicines taken on vehicles matched the external content list on the outside of the box and its contents. All medicines we saw were in date and ready to use. The organisation had invested in additional staff hours to ensure the stock checking of medicines was regularly carried out and was consistently accurate across all sites. We noted that all documents were labelled with a version number and this ensured that staff used the most up to date version.

- The service had replaced their blood glucose monitors so that the same unit was available at all sites. As part of the setting up process at the OOH sites the on-site host took responsibility to ensure the monitor was properly calibrated and safe to use. We spoke to two hosts who confirmed and demonstrated the process. We also saw that instructions had been circulated and were available on the container in which the monitor was stored.

Arrangements to deal with emergencies and major incidents

- The service had adequate arrangements in place to respond to emergencies and major incidents. We saw evidence that staff had received training or acknowledged receipt of action to be taken in the event of an emergency, such as fire. Staff confirmed to us their training in respect of site safety and security. The on-site hosts we spoke with were able to describe how they shared safety and security information with any staff member new to the site.