

West Town Surgery

Quality Report

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North Lincolnshire.

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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

We carried out an announced comprehensive inspection of this practice on 2 June 2016. A breach of legal requirements was found. After the comprehensive inspection the practice wrote to us to say what they would do to meet the following legal requirements set out in the Health and Social Care Act (HSCA) 2008:

Regulation 17 HSCA (RA) Regulations 2014 Good governance

How the regulation was not being met:

Recruitment checks for some staff had not been carried out prior to them commencing employment at the practice.

Minimum, maximum and actual temperatures of the medicines refrigerator were not recorded daily when the practice was open.

The results of the dispensing audit had not been acted upon.

Checking of dispensary stock expiry dates did not meet with the recommendations made in national guidance and staff did not always record when checks were made.

This inspection was a desk-based review carried out on 2 March 2017 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 2 June 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

The full comprehensive report on the Month Year inspection can be found by selecting the 'all reports' link for West Town Surgery on our website at www.cqc.org.uk.

Overall the practice is rated as good.

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.

There had been concerns at the previous inspection as recruitment checks for some staff had not been carried out prior to them commencing employment at the practice.

Minimum, maximum and actual temperatures of the medicines refrigerator were not recorded daily when the practice was open.

The results of the dispensing audit had not been acted upon.

Checking of dispensary stock expiry dates did not meet with the recommendations made in national guidance and staff did not always record when checks were made.

We checked and found that improvements had been made.

The practice had reviewed and updated their systems and processes for recruitment which included all the necessary checks. They had reviewed their protocol regarding the medical refrigerators and checking the temperatures. Documentation regarding the dispensary had been revised and updated.

Good



West Town Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

An inspector carried out this desk based focused inspection.

Background to West Town Surgery

West Town Surgery occupies a Grade 2 listed building in the centre of Barton-upon Humber, North Lincolnshire. They have a Primary Medical Services (PMS) contract and also offer enhanced services, for example, childhood vaccination and immunisation scheme, facilitating timely diagnosis and support for people with dementia, risk profiling and case management and unplanned hospital admissions. They are a dispensing practice so can dispense medications to patients in rural communities who do not have reasonable access to a community pharmacy.

There are 3030 patients on the practice list and the majority of patients are of white British background. The practice population profile is similar to that for England except the 0-44years age group is lower than the England average and the 45-75 years age group is slightly higher than the England average. The practice scored seven on the deprivation measurement scale, the deprivation scale goes from one to ten, with one being the most deprived. The overall practice deprivation score is lower than the England average, the practice is 18.1 and the England average is 21.8. People living in more deprived areas tend to have a greater need for health services.

The practice is a training practice for year two medical students.

The practice has one female GP and a long term locum male GP. There is a practice nurse and a practice manager along with four administration/ reception staff.

The practice is open Monday to Friday from 8am -6.30pm. It closes from 12.30pm -1.30pm during which only urgent messages may be left.

GP appointments are available:

Monday 8am - 12.30am and 1.30pm - 6pm

Tuesday 8am - 12.30am and 1.30pm - 6pm

Wednesday 8am - 12.30am and 1.30pm - 6pm

Thursday 8am - 12.30am and 1.30pm - 6pm

Friday 8am - 12.30am and 1.30pm - 6pm

The practice is closed every second Wednesday afternoon for staff training.

The practice has opted out of providing out of hours services (OOHs) for their patients. When the practice is closed, patients' calls are transferred to the Out Of Hours provider. Information for patients requiring urgent medical attention out of hours is available in the waiting area.

Why we carried out this inspection

We undertook a comprehensive inspection of West Town Surgery Health Centre on 2 June 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good. The full comprehensive report following the inspection on Month Year can be found by selecting the 'all reports' link for West Town Surgery on our website at www.cqc.org.uk.

Detailed findings

We undertook a follow up desk based focused inspection of West Town Surgery on 2 March 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

How we carried out this inspection

We carried out a desk-based focused inspection of West Town Surgery on 2 March 2017.

This involved reviewing evidence that:

- Policies and procedures had been updated to ensure all employment checks were carried out.
- Guidance was in place for checking the temperature of the medical refrigerators.
- The practice had acted on the results of the dispensary audit.

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 CQC at that time.

Are services safe?

Our findings

The practice is rated as good for providing safe services.

There had been concerns at the previous inspection on 2 June 2016 as recruitment checks for some staff had not been carried out prior to them commencing employment at the practice.

Minimum, maximum and actual temperatures of the medicines refrigerator were not recorded daily when the practice was open.

The results of the dispensing audit had not been acted upon.

Checking of dispensary stock expiry dates did not meet with the recommendations made in national guidance and staff did not always record when checks were made.

We checked and found that improvements had been made.

We checked and found that improvements had been made. The practice had reviewed and updated their systems and processes to ensure that all the necessary employment recruitment checks were undertaken. The practice had included a check list in the personnel files which covered all the information required for recruitment prior to employment.

Information required included proof of eligibility for UK employment, photographic proof of identity, current DBS

check, 2 references, satisfactory documentation of relevant qualifications, full employment history including a satisfactory explanation for any gaps in employment and information about any health conditions which could be relevant to the person's ability to work.

The practice reviewed their protocol regarding the medical refrigerators.

They had a policy in place which informed staff regarding the use of the refrigerators and the recording of temperatures.

The dispensary assistant/ receptionist checked and recorded the temperature of the refrigerator twice daily. There was also guidance relating to the action needed if the temperature of the refrigerators was outside of the maximum/minimum temperatures.

The practice provided copies of their temperature checklists.

The practice provided evidence that they had acted upon the previous dispensing audit. An action plan had been put in place. This included a new member of staff working in reception which meant the dispensing staff were not distracted by having to answer the telephone. Refresher training for staff from a Pharmacist has been booked for May 2017. They had also reviewed their documentation regarding the dispensary. This included policies and guidance for accuracy checking, dispensing audit form and expiry date checking.