

Stonecross and West Drive Surgery

Inspection report

25 Street End Road
Chatham
ME5 0AA
Tel: 01634842334

Date of inspection visit: 19 November 2021
Date of publication: 16/02/2022

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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

We carried out an announced responsive follow up inspection at Stonecross and West Drive Surgery on 11 August 2021. The practice was rated as inadequate as a consequence of this inspection. Warning Notices were served in relation to breaches of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 12 Safe care and treatment and Regulation 17 Good Governance. The full comprehensive report on the August 2021 inspection can be found by selecting the 'all reports' link for Stonecross and West Drive Surgery on our website at www.cqc.org.uk.

Why we carried out this inspection

We carried out an announced focused follow-up inspection on between 19 and 24 November 2021 (site visit on 24 November 2021) to confirm that the practice had met the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 11 August 2021. This report covers findings in relation to those requirements. The practice was not rated as a consequence of this inspection.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Speaking with staff in person and using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit.

Our findings

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.

We found that the practice had made some improvement and was mostly compliant with the requirements of the Regulation 12 (safe care and treatment) warning notice and the Regulation 17 (good governance) warning notice.

At this inspection we found:

- The provider had made improvements to systems, practices and processes to help keep people safe.
- Patients on high risk medicines were appropriately monitored.

Overall summary

- There was a system to identify patients prescribed medicines in relation to safety alerts and action had been taken to make changes in line with the alerts. However, the process was not yet fully embedded, including locum GPs not being aware of the contraindications of the prescribing combination.
- A fire risk assessment had been carried out and an action plan was in place. There was progress against the action.
- Additional safety checks had been implemented to identify risks to the health, safety and welfare of patients, staff and visitors. There was a risk assessment titled However, health and safety risks were not recorded as part of the annual premises risk assessment.
- Appropriate standards of cleanliness and hygiene were met and a comprehensive infection control audit had been carried out. Action to address the issues identified in the audit were appropriately planned. However, one action relating to obtaining the contact details of local infection control leads had not been completed in a timely way.
- Sufficient improvements had been made by the provider to demonstrate that they were compliant with the majority of the requirements of the Regulation 12 (safe care and treatment) and Regulation 17 (good governance) warning notices.

Whilst we found no breaches of regulations, the provider **should**:

- Make sure that all prescribing clinicians including locums are aware of prescribing contraindications in relation to safety alerts.
- Continue to embed actions to ensure monitoring of patients on high risk medicines, including those prescribed novel oral anticoagulants.
- Continue to take action to meet the recommendations of risk assessments such as fire safety and infection control.
- Consider implementing a comprehensive health and safety risk assessment process to ensure that all health and safety risks are proactively identified and that this is available for all staff to access.

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 who spoke with staff using video conferencing facilities, reviewed information from the practice and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Stonecross and West Drive Surgery

Stonecross and West Drive Surgery is located in Kent at:

25 Street End Road,

Chatham,

Kent,

ME5 0AA.

The practice has a branch surgery at:

West Drive,

Davis Estate,

Chatham,

Kent,

ME5 9XG

As part of our inspection we visited both Stonecross Surgery and West Drive Surgery, where the provider delivers registered activities from. Patients can access services at either surgery.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning services, treatment of disease, disorder or injury and surgical procedures. These are delivered from both sites.

The practice is situated within the NHS Kent and Medway Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 8,700. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices.

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (four of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 90% White, 4% Asian, 3% Black, 2% Mixed, and 1% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of four GP partners who provide cover at both practices. The practice has a team of two part time nurses, who provide nurse led clinics, and one healthcare assistant and use both the main and the branch locations. The GPs are supported at the practice by a team of reception/administration staff. There are three practice managers based across both surgeries to provide managerial oversight.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or the branch surgery.

Extended access is provided locally by Improved Access Primary Care Hubs, where late evening and weekend appointments are available. Out of hours services are provided by Medway On Call Care (MEDOCC).

For further information please see the practice website:

www.stonecrossandwestdrivesurgery.nhs.uk