

Dr MME Fahmy & Dr SS Patel's Practice

Quality Report

Sheerness Health Centre
250 – 262 High Street
Sheerness Kent ME12 1UP
Tel: 01795 580909
Website: None.

Date of inspection visit: 19 July 2016
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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 at Dr MME Fahmy & Dr SS Patel's Practice on 5 May 2015. Breaches of the legal requirements were found. Following the comprehensive inspection, the practice wrote to us to tell us what they would do to meet the legal requirements in relation to the breaches.

We undertook this focussed inspection on 19 July 2016, to check that the practice had followed their plan and to

confirm that they now met the legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Dr MME Fahmy & Dr SS Patel's Practice on our website at www.cqc.org.uk.

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 previous comprehensive inspection on 5 May 2015 the practice had been rated as requires improvement for providing safe services.

- The practice had been unable to demonstrate they were fully compliant with national guidance on infection control.
- The practice had been unable to demonstrate they carried out Disclosure and Barring Service (DBS) checks, or assessments of the risk of using staff without DBS checks, of nurses and administration staff who acted as chaperones.
- The practice had been unable to demonstrate that all relevant recruitment checks were undertaken prior to the employment of all staff.

At our focussed follow-up inspection on 19 July 2016, the practice provided records and information to demonstrate that the requirements had been met.

- The practice had revised infection control systems and was able to demonstrate they were now fully compliant with national guidance on infection control.
- The practice was able to demonstrate that all staff, who acted as chaperones, were now subject to Disclosure and Barring Service (DBS) checks.
- The practice had revised recruitment activities and was able to demonstrate that all relevant recruitment checks were now being undertaken prior to the employment of all staff.

Good



Dr MME Fahmy & Dr SS Patel's Practice

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Background to Dr MME Fahmy & Dr SS Patel's Practice

Dr MME Fahmy & Dr SS Patel's Practice is situated in Sheerness, Kent and has a registered patient population of approximately 4,500.

The practice staff consists of one principal GP, one salaried GP, one practice nurse, one healthcare assistant, one practice manager as well as administration and reception staff. Dr Fahmy has retired and the practice is in the process of changing their registration accordingly with the Care Quality Commission. There is a reception and a waiting area on the ground floor. All patient areas are accessible to patients with mobility issues as well as parents with children and babies.

The practice is not a teaching or training practice (teaching practices take medical students and training practices have GP trainees and Foundation Year Two junior doctors).

The practice has a general medical services (GMS) contract with NHS England for delivering primary care services to local communities.

Primary medical services are provided Monday to Friday between the hours of 8am to 6.30pm. Extended hours surgeries are offered Tuesday 6.30pm to 7.40pm. Primary medical services are available to patients registered at Dr

MME Fahmy & Dr SS Patel's Practice via an appointments system. There are a range of clinics for all age groups as well as the availability of specialist nursing treatment and support. There are arrangements with other providers (Medway On Call Care) to deliver services to patients outside of Dr MME Fahmy & Dr SS Patel's Practice's working hours.

Services are provided from Sheerness Health Centre, 250 – 262 High Street, Sheerness, Kent, ME12 1UP only.

Why we carried out this inspection

We undertook an announced focused inspection of Dr MME Fahmy & Dr SS Patel's Practice on 19 July 2016. This inspection was carried out to check that improvements had been made to meet the legal requirements planned by the practice, following our comprehensive inspection on 5 May 2015.

We inspected this practice against one of the five questions we ask about services; is the service safe. This is because the service was not meeting some of the legal requirements in relation to this question.

How we carried out this inspection

Before visiting, we reviewed information sent to us by the practice that told us how the breaches identified during the comprehensive inspection had been addressed. During our visit we spoke with the practice manager and reviewed information, documents and records kept at the practice.

Are services safe?

Our findings

Cleanliness and infection control

The practice had revised infection control systems and introduced the use of disposable curtains in all consulting rooms. Records showed that disposable curtains were changed every six months. The next change was due to take place on 26 July 2016.

Staffing and recruitment

Records showed that the practice had obtained Disclosure and Barring Service (DBS) clearance (a criminal records check) for all relevant staff who acted as chaperones.

The practice had revised their system of recruitment. We reviewed four personnel records and found that appropriate recruitment checks had been undertaken. For example, references and registration with the appropriate professional body.