

University of Bristol

Quality Report

University of Bristol Students' Health Service
Hampton House Health Centre
St Michael's Hill
Cotham
Bristol
BS6 6AU
Tel: 0117 330 2720
Website: www.bristol.ac.uk/students-health

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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 9 March 2015 and the report was published on 6 August 2015. During this inspection an overall rating of good was made, with the effective, caring and well-led areas all being rated as good. The responsive area was rated as outstanding. However, a breach of Regulation 19 Fit and proper persons employed of The Health and Social Care Act (Regulated Activities) Regulations 2014 was found. This related to the delivery of safe services and this area was rated as requires improvement.

The practice required improvement to protect people who used the services and others against risks associated with recruitment processes. The practice had to provide evidence they employed 'fit and proper' staff who were able to provide care and treatment appropriate to their role and to enable them to provide the regulated activities for which they are registered.

After the comprehensive inspection the practice sent us their action plan and recorded within this what they would do to meet the legal requirements in relation to the Regulation 19 breach.

We visited the practice and undertook a focused inspection on 4 August 2016 to check that the practice had followed their action plan and to confirm that they now met legal requirements.

We found that the practice was meeting the regulation that had previously been breached in relation to safe care and treatment. The practice provided evidence to us that records of identification checks and current DBS checks are included in staff records. The practice had in place a risk assessment to assess the need for criminal record checks for non-clinical staff.

We have amended the rating for this practice to reflect these changes. The practice is now rated as good for the provision of safe services. This report only covers our findings in relation to these requirements. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for University of Bristol Students' Health Service 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?

We saw evidence that the practice had followed their action plan. Recruitment processes were being followed and we saw examples of staff records containing proof of identity, including a recent photograph; and a relevant criminal records check. We saw a risk assessment was in place to assess the need for a Disclosure and Barring Service (DBS) check for non-clinical staff. Risks to patients were assessed and managed to ensure patients would receive safe care and treatment.

Good



University of Bristol

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection was carried out by a CQC Lead Inspector.

Background to University of Bristol

The University of Bristol, known as University of Bristol Students' Health Service, is an NHS General Practice which provides a range of primary medical services to University of Bristol students and their dependants who reside within the practice area. There are around 16,500 patients registered, with 92 patients under the age of 18 and 20% of patients from overseas. The practice's services are commissioned by NHS England Bristol. The service is provided by 10 GPs, four nurse prescribers, three practice nurses and two Health Care Assistants. They are supported by a practice manager, an administration team manager, receptionists, secretaries and an administration assistant.

The practice is in a shared building alongside The University of Bristol student services for counselling, the student crisis team and disability services. Other health services based in the building are the Bristol community partnership health visitors, midwifery services and community nurses.

The practice has one location registered with the Care Quality Commission (CQC) which we inspected at Hampton House Health Centre, St Michael's Hill, Cotham, Bristol, BS6 6AU.

The practice offers extended opening hours until 7.45pm on Mondays and Thursdays. The practice is open on Saturday mornings. The practice had opted out of the requirement to provide out of hour's GP consultations to its own patients and uses the services of an out of hour's service, contracted by Bristol CCG (BrisDoc). The practice website and practice leaflet offer information for patients regarding the out of hour's service, along with a contact telephone number.

Why we carried out this inspection

We carried out an announced focused inspection of this service on 4 August 2016, under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was carried out to check that improvements to meet legal requirements had been implemented by the practice following our comprehensive inspection on 9 March 2015. We inspected the practice against one of the five key questions we ask about services:

Is the service safe? (because the practice was not meeting its legal requirements in regard to the recruitment and employment of staff)

How we carried out this inspection

We visited the University of Bristol Students' Health Service and reviewed an action plan and information made available to us by the practice. This included staff personal files, recruitment procedures and guidance, a risk assessment and an audit record.

Are services safe?

Our findings

Staffing and recruitment

When we visited the practice on 9 March 2015 we found that most staff records we looked at contained evidence recruitment checks had been undertaken prior to employment. For example, references, gaps in employment, registration with the appropriate professional body and criminal records checks through the Disclosure and Barring Service (DBS).

However, we found there were gaps in the information in some files. For example, we did not see photographic evidence of identity in some files and others did not contain a DBS check relevant to current employment. We also found risk assessments had not been carried out to establish whether non clinical staff required DBS checks for their job role.

The action plan and information made available to us by the practice included staff recruitment guidance documents that included processes for pre-employment checks such as DBS checks. We reviewed staff personal files in paper form and associated computerised records. We saw evidence in the records for four locum GPs and a

salaried GP that each had a copy of photographic proof of identity and relevant enhanced DBS check. We saw evidence in the records for three other members of staff that all had copies of photographic evidence of identity. Two were clinical staff and had a relevant enhanced DBS check and one was in a non-clinical role and did not require a DBS check.

We saw a documented risk assessment tool that assessed the need for DBS checks for all non-clinical staff such as reception or administrative staff. This had been completed by the practice manager and approved by the registered manager.

We saw a documented audit had been carried out of all staff files to confirm that proof of identity including a recent photograph was present in the records. We saw examples of staff records with photographs that were used to obtain NHS smartcards. The process to obtain a smartcard requires the production of current photographic proof of identity such as a passport.

The information and documentation we saw provided evidence that the practice had followed their action plan and patients would receive safe care and treatment from appropriately employed staff.