

Tunbury Avenue Surgery

Quality Report

16 Tunbury Avenue
Walderslade
Chatham Kent
ME5 9EH

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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 Tunbury Avenue Surgery on 17 November 2015. Breaches of the legal requirements were found, in that:

The practice did not have a defibrillator in order to respond to cardiac emergencies. The practice also did not have a risk assessment to show why a defibrillator was deemed not necessary.

As a result, care and treatment was not always provided in a safe and well-led way for patients. Therefore, Requirement Notices were served in relation to the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 12 - Safe care and treatment.

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 and how they would comply with the legal requirements, as set out in the Requirement Notices.

We undertook this desk based inspection on 2 August 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 Tunbury Avenue Surgery 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 17 November 2015 the practice had been rated as requires improvement for providing safe services, as there were areas where it must make improvements. For example, the practice did not have a defibrillator in order to respond to cardiac emergencies. The practice also did not have a risk assessment to show why a defibrillator was deemed not necessary.

As part of our desk based inspection on 2 August 2016, the practice provided evidence, records and documentary information to demonstrate that the requirements had been met.

The practice had undertaken a risk assessment to show why a defibrillator was deemed not necessary.

Good



Tunbury Avenue Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

This desk based inspection was completed by a CQC Lead Inspector.

Background to Tunbury Avenue Surgery

Tunbury Avenue Surgery is a GP practice based in Walderslade. There are 2,252 patients on the practice list.

Services are provided at Tunbury Avenue Surgery by Sydenham House Medical Group who also provide primary medical services from other locations in the South East of England. The group took over the practice from the previous registered provider in June 2015. The practice was previously rated as inadequate and was placed in to special measures. In the six months since acquiring the practice and becoming the new registered provider for the service, Sydenham House Medical Group have implemented new systems, procedures and processes. They demonstrated clear plans for the future of the practice, prioritising patients requiring a review of their care and treatment.

The practice staff consists of one GP (male), one practice nurse (female), as well as administration staff. Also, patients can be seen by a female GP. 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 open Monday through to Friday 8.30am to 12.30pm and 2pm to 6.30pm. Patients requiring a GP outside of normal working hours are advised to contact the GP Out of Hours service provided by Medway On Call Care (referred to as MedOCC).

The practice has a General Medical Service (GMS) contract and also offers enhanced services.

Services are provided from:

- Tunbury Avenue Surgery, 16 Tunbury Avenue, Walderslade, Chatham, Kent, ME5 9EH.

And the branch practice at:

- Luton Medical Centre, 10a Beacon Hill, Chatham, Kent, ME5 7JX.

Why we carried out this inspection

We undertook a desk based inspection of Tunbury Avenue Surgery on August 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 17 November 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 these questions.

Detailed findings

How we carried out this inspection

Before carrying out the desk based inspection, we reviewed information sent to us by the practice that told us how the breaches identified during the comprehensive inspection had been addressed. For example, photographic and documentary evidence.

Are services safe?

Our findings

Arrangements to deal with emergencies and major incidents

The practice was able to demonstrate that they were doing all that was reasonably practicable to mitigate risks.

The practice had undertaken a risk assessment to show why a defibrillator was deemed not necessary. The risk assessment identified that the practice only had one or two clinics running at any given time. The need for a

defibrillator was minimal and as the practice covered two sites it would not be viable to provide a defibrillator for each site. Also, all clinical and relevant administration staff had received Basic Life Support Training (including Automated External Defibrillator and cardiopulmonary resuscitation). Emergency drugs and oxygen were on site and a member of staff would call 999 for assistance. The risk assessment was completed on an annual basis, in order to assess for any changes in the above and was reviewed by the lead clinician.