

Dr Sivaranjini Shyamsundar

Quality Report

Address: Lincoln House Surgery
33 Lincoln Road
Southport
Merseyside
PR8 4PR

Tel: 01704566277

Date of inspection visit: 15 December 2017

Website: www.lincolnhousesurgerysouthport.nhs.uk Date of publication: 05/01/2018

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

Contents

Summary of this inspection

Overall summary

Page

2

Detailed findings from this inspection

Our inspection team

3

Background to Dr Sivaranjini Shyamsundar

3

Why we carried out this inspection

3

How we carried out this inspection

3

Detailed findings

4

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Dr Sivaranjini Shyamsundar's practice (also known as Lincoln House Surgery) on 8 September 2017. Overall the practice was rated as good but required improvement for providing safe services. The practice was issued a requirement notice for being in breach of regulations for safety. The full comprehensive report on the on 8 September 2017 inspection can be found by selecting the 'all reports' link for Dr Sivaranjini Shyamsundar on our website at www.cqc.org.uk.

This inspection was an announced follow up inspection carried out on 15 December 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulation that we identified in our previous inspection on 8 September 2017. This report includes our findings in relation to those requirements.

Overall the practice is now rated as good for providing services and the requirement notice has been met.

The practice had made significant improvements and addressed the issues identified in the previous inspection. The practice engaged all staff in driving forward improvements.

Improvements included:

- An improved system to review and act on any patient safety and drug alerts.
- A new system to make sure there was an authorisation process for practice nurses to administer vaccinations.
- An improved monitoring system for uncollected prescriptions.
- A system to review any abnormal screening checks for patients.
- A system to record actions taken from any incidents.
- Oxygen was available for medical emergencies.
- An improved system for monitoring fridge temperatures for the storage of vaccinations.

All staff had been made aware of the new systems in place.

In addition:-

- The practice had updated patient information literature regarding who patients can complain to as an alternative to the practice i.e. NHS England.
- The practice had improved the system to monitor verbal complaints.

Professor Steve Field (CBE FRCP FFPH FRCGP)
Chief Inspector of General Practice

Dr Sivaranjini Shyamsundar

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Background to Dr Sivaranjini Shyamsundar

Dr Sivaranjini Shyamsundar's practice is located in a residential area in Birkdale. There were approximately 2094 patients on the practice list and the majority of patients were of white British background.

The practice is a teaching practice managed by an individual female GP who works full time. There is one practice nurse, a practice manager, reception and administration staff. The practice occasionally has regular locum GPs and there is a trainee physician associate. The practice is open 8am to 6.30pm Monday to Friday. In addition there are additional pre bookable evening appointments available until 7pm on Wednesdays.

Patients access the Out-of-Hours GP service by calling NHS 111.

The practice is commissioned by NHS Southport and Formby local clinical commissioning group and has a Personal Medical Service (PMS) contract and also offers enhanced services for example; extended hours.

Why we carried out this inspection

We carried out an announced comprehensive inspection at Dr Sivaranjini Shyamsundar's practice (also known as Lincoln House Surgery) on 8 September 2017. Overall the practice was rated as good but required improvement for providing safe services. The practice was issued a requirement notice for being in breach of regulations for safety. The full comprehensive report on the on 8 September 2017 inspection can be found by selecting the 'all reports' link for Dr Sivaranjini Shyamsundar on our website at www.cqc.org.uk.

This inspection was an announced follow up inspection carried out on 15 December 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulation that we identified in our previous inspection on 8 September 2017. This report includes our findings in relation to those requirements.

How we carried out this inspection

The inspector :-

- Spoke to the practice manager
- Reviewed the practice's policies and procedures.

Are services safe?

Our findings

At our previous inspection on 8 September 2017, we rated the practice as requires improvement for providing safe services as the arrangements in respect of: authorising vaccinations, managing screening test results, monitoring fridge temperatures, protocols for managing uncollected prescriptions, learning from incidents and acting on drug alerts required improving. The practice had ordered oxygen on the day of our inspection 8 September 2017.

These arrangements had significantly improved when we undertook a follow up inspection on 15 December 2017. The practice is now rated as good for providing safe services. We were shown evidence that demonstrated:

- All Patient Group Directives (PGDs) had been reviewed and signed by a doctor for the authorisation of vaccinations.
- An uncollected prescription protocol had been produced.
- All staff had been informed regarding use of the significant event and complaints forms. There was now a clear system whereby actions to mitigate the incident being repeated were recorded. Incidents were discussed at staff meetings to promote shared learning.
- A meeting was held with all staff regarding the monitoring of fridge temperatures for vaccination storage. There was a temperature data logger which was checked immediately if temperature readings were abnormal.
- Audits for cervical screening had been completed.
- Patient safety and drug alerts were emailed to all staff, including locum GP's and pharmacists. They were also printed out, filed into a file in reception, discussed and saved into a file on the computer and were also discussed at medicines management meetings. Searches were carried out to identify any patients that may be either taking the drug that had been in the alert or using any other medical devices or consumables. These were then discussed with the GP and the medicines management team and the patients were then reviewed appropriately.