

Trinity Court Surgery

Inspection report

Stratford Healthcare
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Stratford upon Avon
Warwickshire
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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 location

Good



Are services safe?

Good



Overall summary

This practice is rated as Good overall. (Previous rating July 2018 – Good)

The key questions at this inspection are rated as:

Are services safe? – Good

We carried out an announced focused inspection at Trinity Court Surgery on 15 November 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulations that we identified in our previous inspection on 22 February 2018. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

At this inspection we found:

- Effective systems and processes had been established to ensure good governance in accordance with the fundamental standards of care. In particular, the system for receiving, actioning and tracking all alerts and updates had improved and was embedded.
- A written protocol for specialist drug prescribing had been introduced since the previous inspection.
- Arrangements for managing clinical waste had been strengthened and clinical waste collection was monitored.

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

Please refer to the detailed report and the evidence tables for further information.

Population group ratings

Older people	Good 
People with long-term conditions	Good 
Families, children and young people	Good 
Working age people (including those recently retired and students)	Good 
People whose circumstances may make them vulnerable	Good 
People experiencing poor mental health (including people with dementia)	Good 

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector and included a GP specialist advisor.

Background to Trinity Court Surgery

Trinity Court Surgery is registered with the Care Quality Commission (CQC) as a partnership provider. It is located in Stratford upon Avon in a large purpose-built building, which also contains NHS community health services, an independent pharmacy and a coffee shop. The practice has a branch site at Claverdon, which is approximately nine miles away. The branch site offers dispensing services to those patients on the practice list who live more than one mile (1.6 kilometres) from their nearest pharmacy. We did not visit the branch site as part of the inspection.

The practice holds a General Medical Services (GMS) contract with NHS England. The GMS contract is a contract between general practices and NHS England for delivering primary care services to local communities. At the time of our inspection Trinity Court Surgery and Claverdon Surgery were providing medical care to 18,230 patients across 120 square miles. The practice has a low level of deprivation and a higher than average population over the age of 65 years (currently 21% compared to the national average of 17%).

The practice is registered with the CQC to provide the following Regulated Activities: diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

The practice provides additional GP services commissioned by South Warwickshire clinical commissioning group (CCG). For example, minor surgery. A CCG is an organisation that brings together local GPs and experienced health professionals to take on commissioning responsibilities for local health services.

Parking is available on site and a public car park is located a few minutes' walk from Trinity Court Surgery. Bus stops are situated in the main street. There is provision for disabled patients at the front of the building and the practice has facilities for disabled patients.

The practice team consists of six GP partners (three male and three female) and four salaried GPs (one male and three female). They are supported by a business manager, an assistant practice manager, a pharmacist, two nurse practitioners, a nurse prescriber, five practice nurses, three health care assistants, a phlebotomist (staff trained to take blood) and reception and administrative staff. There is also a dispensing team at the branch site.

Trinity Court Surgery is open on weekdays from 8am until 5.45pm. Appointments are available from 8.10am until 11.40am and from 2.30pm until 5.30pm. The practice answers the telephone until 6.30pm. Extended hours appointments are provided at Trinity Court Surgery on alternate Saturday mornings from 8.30am until 12.45pm. Evening surgeries are provided every Thursday from

6.30pm until 8.30pm and on alternate Tuesday or Wednesday evenings. If patients urgently need to speak to a GP outside of opening hours they are directed to the duty doctor's mobile number.

In addition, patients can pre-book routine face-to-face or telephone appointments via reception with the GP+ service, which is organised by the South Warwickshire Federation. The service is open to patients registered with the 32 practices in the Federation and has a hub at Trinity Court Surgery, which is open from 6pm until 9pm during the week and from 9am until 1pm on Saturdays and Sundays. This service is available every day of the year.

Claverdon Surgery is open from 8am until 5.45pm on Mondays, Wednesdays and Fridays and from 8am until

1pm on Tuesdays and Thursdays. Appointments are available from 8.10am until 1pm and from 2pm until 5.30pm on Mondays, and from 8.10am until 1pm on Tuesdays and Thursdays. On Wednesdays GP appointments are available from 9am until 12 noon and from 3pm until 5.45pm; nurse appointments are available from 8.30am until 12.30pm and from 2pm until 5.45pm. On Fridays, GP appointments are available from 8.15am until 12 noon and from 4pm until 5.45pm; nurse appointments are available from 8.15am until 12.30pm.

An out of hours service is provided by Care UK for South Warwickshire clinical commissioning group.

Information about the practice is available to download from their website: www.trinitycourtsurgery.nhs.uk.

Are services safe?

At our previous inspection on 22 February 2018, we rated the practice as requires improvement for providing safe services as the arrangements in respect of receiving, actioning and tracking all alerts from the Medicines and Healthcare products Regulatory Agency (MHRA) were not adequate. Issues were also identified with clinical waste and there was not a written protocol for high risk medicines.

These arrangements had significantly improved when we undertook a follow up inspection on 15 November 2018.

The practice is now rated as good for providing safe services.

Safety systems and processes

The practice had clear systems to keep people safe and safeguarded from abuse.

- Arrangements for managing clinical waste kept people safe.

Appropriate and safe use of medicines

The practice had reliable systems for appropriate and safe handling of medicines.

- The practice acted on and learned from external safety events as well as patient and medicine safety alerts.
- There was a written protocol (specialist drug prescribing) for the management of patients on high risk medicines.

Please refer to the evidence table for further information.