

Birchington Medical Centre

Quality Report

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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 Birchington Medical Centre on the 20 January 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 focused inspection on the 2 November 2015, 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 Birchington Medical Centre 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 the 20 January 2015 the practice had been rated as requires improvement for providing safe services. The practice had been unable to demonstrate that they met the requirements in relation to national guidance in the management of infection control and did not have a system to monitor and track blank prescription forms.

At our focused follow-up inspection on the 2 November 2015, the practice provided records and information to demonstrate that the requirements had been met. This included systems and procedures to manage infection prevention and control, as well as a system to monitor and track blank prescription forms through the practice.

Good



Birchington Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

The inspection was undertaken by a lead CQC inspector.

Background to Birchington Medical Centre

The Birchington Medical Centre provides medical care Monday to Friday from 8am to 6.30pm. The practice is situated in the coastal town of Birchington in Thanet, Kent and provides a service to approximately 9,400 patients in the locality.

Routine health care and other clinical services are offered at the practice, led and provided by the GPs and nursing team. There are a range of patient population groups that use the practice. The practice has fewer patients registered under the age of 18 than both the local and national averages. There are significantly more patients over the age of 65 registered at the practice when compared to both the local and national averages. The number of patients in all age groups recognised as suffering deprivation is significantly lower than the local average and lower than the national average.

The practice has two GP partners, one female and one male and has two salaried GPs, both of whom are male. There are five female practice nurses, a female nurse practitioner, and three female health care assistants, as well as a trainee female health care assistant. There are a number of administration, secretarial and reception staff, as well as a practice manager and deputy practice manager.

The practice does not provide out of hours services to its patients and there are arrangements with another provider (the 111 service/IC24) to deliver services to patients when the practice is closed. The practice has a general medical services (GMS) contract with NHS England for delivering primary care services to local communities.

Services are delivered from:

Birchington Medical Centre

Minnis Road

Birchington

Kent.

CT7 9HQ

Why we carried out this inspection

We undertook an announced focused inspection of Birchington Medical Centre on 2 November 2015. 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 20 January 2015.

We inspected the 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

Detailed findings

comprehensive inspection had been addressed. We carried out an announced visit on 2 November 2015. During our visit we spoke with the practice manager, the deputy practice manager and a practice nurse, and reviewed information, documents and records kept at the practice.

Are services safe?

Our findings

Medicines management

The practice stored blank prescription forms securely in a locked cupboard when not in use. A system had been implemented to monitor the blank prescription pads that were stored and issued to staff within the practice.

Serial numbers were recorded and a tracking system was used to identify where blank prescription forms were held and who they had been allocated to. Staff had signed for each blank prescription form they received.

Cleanliness and infection control

The practice had implemented systems and procedures to monitor and manage infection control. This included cleaning schedules to identify the domestic cleaning activity that was undertaken within all areas of the practice, for example, in clinical treatment rooms and office areas.

Medical equipment cleaning records were also kept to demonstrate the cleaning activity undertaken in each clinical area on a daily basis. This included individual records for each item of medical equipment, for example, the ECG machine (a piece of equipment used to monitor the electrical activity of a patient's heart).

The practice had carried out infection control audits to assess and identify any risks or issues in relation to the control and spread of infection. Comments and required actions had been recorded by the lead nurse who had undertaken the audit and these had been raised with the practice management and GP partners for discussion. Records showed that actions had been agreed to address the issues and that some of these had been completed. For example, foot operated waste bins had been purchased for all clinical areas. Issues that related to the premises, for example, the replacement of floor coverings, had been discussed and would be included in future refurbishment plans.

The audits had also identified that clinical wash-hand basins within the practice contained overflow outlets that presented an infection control risk. Practice staff had therefore ensured that plugs were removed to reduce the risks of cross contamination and records showed that this had been discussed and would be included in future refurbishment plans.

Records showed that risks associated with legionella (a germ found in the environment which can contaminate water systems in buildings) had been considered. This included regular checks and tests that had been undertaken by a specialist contractor and a safety certificate had been issued to the practice.