

Lawton House Surgery

Quality Report

Bromley Road

Congleton

Cheshire

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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 Lawton House Surgery, formerly known as 'Dr Dutton and Partners' on 4 December 2014. The full comprehensive report on the December 2014 inspection can be found by selecting the 'all reports' link for Lawton House Surgery on our website at www.cqc.org.uk.

At our previous inspection on 4 December 2014 we rated the practice as 'good' overall but as 'requires improvement' for safety as we identified two breaches of regulation. This was because improvements were needed to the recruitment of staff as the recruitment records did not demonstrate that all necessary checks were undertaken to demonstrate staff suitability for their roles. Improvements were also needed to the fire safety systems at the premises because fire safety equipment was not properly maintained and suitable for its purpose.

This inspection was a desk-based review carried out on 10 February 2017 to confirm that the provider had carried out their plan to meet the legal requirements in relation to the breaches. This report covers our findings in relation to that and additional improvements made since our last inspection.

The findings of this inspection were that the provider had taken action to meet the requirements of the last inspection and the service is now rated as good for providing safe services. Our key findings were as follows:

- Patients were protected against the risks associated with unsuitable staffing because the provider had a system in place to ensure that all required pre-employment checks were obtained.
- Patients were protected against the risks associated with unsafe equipment because fire safety equipment was in place and maintained.

We also found that the provider had made a number of improvements where we had identified these. These included;

- Increased accountability in relation to stock control and storage of prescriptions pads.
- A more robust system for checking and recording that emergency medication and equipment are suitable for use.
- A review of the policies and procedures available for staff to ensure they have access to the information they require.
- The provision of a complaints policy and procedure for patients to refer to.

Summary of findings

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?

- Patients were protected against the risks associated with unsuitable staffing because the provider had a system in place to ensure that all required pre-employment checks were carried out.
- Fire safety procedures had been reviewed and a new fire safety system and safety precautions were in place.

Good



Lawton House Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

The inspection was carried out by a lead inspector.

Background to Lawton House Surgery

Lawton House Surgery is located in Congleton in East Cheshire. The practice is registered with CQC to provide primary care services. The practice treats patients of all ages and provides a range of medical services. The staff team includes six GP partners, three practice nurses, a practice manager, an assistant practice manager, a reception manager, reception and administrative staff.

The practice is open Monday to Friday from 8am to 6.30pm. Patients can book appointments in person, online or via the telephone. The practice provides telephone consultations, pre bookable consultations, urgent consultations and home visits. The practice treats patients of all ages and provides a range of medical services. The practice closes one afternoon per month for staff training. When the practice is closed patients access Eastern Cheshire Out of Hours Service.

The practice is part of Eastern Cheshire Clinical Commissioning Group (CCG). It is responsible for providing primary care services to approximately 10146 patients. The practice has a higher than average population of patients 65 years of age and older and a higher than average patient population who are in a nursing home. The practice is situated in an area with low economic deprivation. The practice has a General Medical Services (GMS) contract.

Why we carried out this inspection

We undertook a follow up desk based focused inspection of Lawton House Surgery on 10 February 2017. This inspection was carried out to review the actions taken by the practice to improve the quality of care and to confirm that the practice was meeting legal requirements.

How we carried out this inspection

We carried out a desk-based focused inspection of Lawton House Surgery on 10 February 2017. The inspection involved reviewing evidence that the provider submitted to us at our request, including evidence about the arrangements for the employment of staff and fire safety.

Are services safe?

Our findings

Monitoring risks to patients

The findings of this inspection were that the provider had taken action to meet the requirements of the last inspection and the service is now rated as good for providing safe services.

At our previous inspection on 4 December 2014 we rated the practice as 'good' overall but 'requires improvement' for safety as we identified two breaches of regulation. This was because improvements were needed to the recruitment of staff as the recruitment records did not demonstrate that all necessary checks were undertaken to demonstrate staff suitability for their roles. Improvements were also needed to the fire safety systems at the premises because fire safety equipment was not properly maintained and suitable for its purpose.

As part of this focused inspection the provider submitted evidence to confirm they were now compliant with the above regulations.

- Staff recruitment procedures had been reviewed and update and patients were protected against the risks associated with unsuitable staffing because the provider had a system in place to ensure that all required pre-employment checks were obtained prior to the employment of staff.
- People were protected against the risks of fire. Action had been taken to review fire safety procedures. A new fire detection system, fire alarm system and emergency lighting had been fitted. Other fire safety improvements included; fire exit doors, fire doors, staff training in fire safety and the implementation of regular testing of fire equipment.