

Twyford Practice

Quality Report

Twyford Surgery
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Twyford
Berkshire
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Date of inspection visit: We have not revisited Twyford Practice as part of this review because the practice was able to demonstrate that they were meeting the regulations associated with the Health and Social Care Act 2008 without the need for a visit.
Date of publication: 04/05/2017

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	2
The five questions we ask and what we found	4

Detailed findings from this inspection

Our inspection team	5
Background to Twyford Practice	5
Why we carried out this inspection	5
How we carried out this inspection	5
Detailed findings	7

Overall summary

Letter from the Chief Inspector of General Practice

At our previous comprehensive inspection at Twyford Practice in Twyford, Berkshire on 31 August 2016 we found a breach of regulations relating to the provision of safe services. The overall rating for the practice was good. Specifically, Twyford Practice was rated requires improvement for providing safe services and good for the provision of effective, caring, responsive and well-led services. The full comprehensive report on the August 2016 inspection can be found by selecting the 'all reports' link for Twyford Practice on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on 11 April 2017 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 in August 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

We found the practice had made improvements since our last inspection. Using information provided by the practice we found the practice was now meeting the

regulations that had previously been breached. We have amended the rating for this practice to reflect these changes. The practice is now rated good for the provision of safe, effective, caring, responsive and well led services.

Our key findings were as follows:

- The practice had assessed, monitored and mitigated risks relating to the storage of test results, topical medicines and prescriptions within a previously unsecure area of the practice. This included a new process whereby all completed and signed prescriptions were taken directly to the dispensary.
- The practice had taken steps to increase the number of identified patients with caring responsibilities within the practice population. In April 2017, the practice patient population was 12,800. The practice had identified 241 patients, who were also a carer; this was an increase from 120 identified carers at the August 2016 inspection and amounted to approximately 1.8% of the practice list. A designated area within the practice waiting area and on the practice website signposted patients with caring responsibilities to the various avenues of support available from the practice, charities and voluntary organisations where appropriate.
- The practice had continued work in an attempt to improve patient satisfaction regarding access. We saw

Summary of findings

the practice was taking appropriate action with a view to monitor the patient experience. The practice had introduced additional telephone lines, a dedicated emergency number and a separate phone line for outgoing calls. Changes had been made to the receptionist's rota to ensure that additional receptionist's were available at the start of every day. Patients were also being encouraged to make bookings online rather than telephone for routine appointments. Furthermore, the practice had introduced a new system and supporting correspondence whereby follow up appointments requested by a GP could be booked directly by the reception team.

- The practice had reviewed accessibility expectations for patients with disabilities, those using wheelchairs and parents with children in pushchairs. As a result, adaptations had been made and the practice had further plans for the installation of automatic doors with wall mounted access buttons.
- Appropriate appraisal arrangements were now in place, appraisals had been completed and there was evidence of performance monitoring and identification of personal and professional development.

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?

The practice had taken appropriate action and is now rated as good for the provision of safe services.

Our last inspection in August 2016 identified concerns relating to an unsecure area of the practice. This was an open nursing area, which could be accessed by patients. This area had unsecured test results, topical medicines and completed and signed prescriptions.

Using information provided by the practice we found the concerns had been addressed:

- The practice had assessed, monitored and mitigated risks relating to the storage of test results, topical medicines and prescriptions within a previously unsecure area of the practice. This included a new process whereby all completed and signed prescriptions were taken directly to the dispensary.
- Notices have been put up in the treatment rooms and nurse areas to remind staff to check that the work area must be clear each day and to keep the area clear of any patient identifiable paperwork or items.

Good



Twyford Practice

Detailed findings

Our inspection team

Our inspection team was led by:

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

Background to Twyford Practice

Twyford Practice provides GP services to 12,800 patients in a semi-rural area of Berkshire around the large village of Twyford and partially bounded by the River Thames and the M4 motorway. The practice serves an area with an overall low level of deprivation. Ethnicity based on demographics collected in the 2011 census shows the population of the surrounding area is predominantly White

British. There is an annual patient list turnover of 10%, and a higher number of patients aged five to 15 and 35 to 54.

The practice has seven GP partners, four female and three male, and two female salaried GPs, equivalent in total to just under six whole time GPs. There are four practice nurses, equivalent to 2.75 whole time, and two healthcare assistants. It also has a dispensary which can provide pharmaceutical services to patients who live more than one mile (1.6km) from their nearest pharmacy premises. Two dispensers currently provide the services to 9% of patients. The practice provides a delivery service for dispensed to patients' homes when appropriate.

Services are provided to a local nursing home, a rehabilitation home for the elderly recovering from operations, a care home for children with emotional issues, a chronic mental health unit and a residential rehabilitation facility for patients with substance abuse

issues. Many former residents of this facility settle in the area after completing or leaving the programme and as a result, the practice has a higher than average number of patients with current or previous substance misuse issues.

Accommodation is provided on site for a number of additional services on a regular or occasional basis, including breast and aortic aneurism screening, smoking cessation, audiology testing, counselling and physiotherapy. The practice also hosts medical students on six week placements and for short taster experiences.

The practice is open from 8am to 6.30pm Monday to Friday, with additional consultations available on Saturday mornings from 8.30am to 11.30am. Telephone consultations are available from 7.30am and at 6.30pm on weekdays. The dispensary is open from 9am to 12.30pm and 2pm to 5pm Monday to Friday.

The out of hours service is provided by WestCall and is accessed by calling NHS 111. Advice on how to access the out of hours service is contained in the practice leaflet, on the patient website and on a recorded message when the surgery is closed.

Services are delivered from:

- Twyford Surgery, Loddon Hall Road, Twyford, Berkshire RG10 9JA

Why we carried out this inspection

We carried out a comprehensive inspection of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection took place on 31 August 2016 and we published a report setting out

Detailed findings

our judgements. These judgements identified one breach of regulations. We asked the provider to send a report of the changes they would make to comply with the regulations they were not meeting at that time.

We undertook a follow up desk-based focused inspection on 11 April 2017 to follow up and assess whether the necessary changes had been made, following our inspection in August 2016. We focused on the aspects of the service where we found the provider had breached regulations during our previous inspection. We followed up to make sure the necessary changes had been made. We found the practice was meeting all the requirements of the regulations that had previously been breached.

This report should be read in conjunction with the full inspection report.

How we carried out this inspection

We carried out a desk-based focused inspection of Twyford Practice on 11 April 2017. This involved reviewing evidence provided by the practice and a range of information we hold about the practice.

- We reviewed the previous Care Quality Commission (CQC) inspection report and the action plan submitted by the practice outlining how they would make the necessary improvements to comply with the regulation.
- We also reviewed information provided by the practice, including evidence of the new arrangements to manage security within the nurse area, evidence of improved patient access, evidence of completed appraisals and information of improved systems to identify patients with caring responsibilities. The practice also submitted information how they monitored patient satisfaction which included patient survey results.

All were relevant to demonstrate the practice had addressed the breaches of regulation identified at the inspection in August 2016.

Are services safe?

Our findings

When we inspected Twyford Practice in August 2016, we identified a concern relating to an unsecure area of the practice. This was an open nursing area, which could be accessed by patients. This area had unsecured test results, topical medicines and completed and signed prescriptions.

We reviewed information provided by the practice and found the practice had made improvements to address the concerns previously identified.

Overview of safety systems and processes

We found the practice had assessed, monitored and mitigated risks relating to the storage of test results, topical medicines and prescriptions within a previously unsecure area of the practice.

Actions included:

- All confidential data and items had been removed from the open nursing work area to eliminate the risk of unauthorised access to test results, medicines and prescriptions.
- A new process whereby all completed and signed prescriptions were taken directly to the dispensary had been implemented.
- Test results were locked in a cupboard within the locked health care assistant rooms.
- Topical medicines containing patient identifiable data are kept in the locked treatment rooms.
- Notices have been put up in the treatment rooms and nurse areas to remind staff to check that the work area must be clear each day and to keep the area clear of any patient identifiable paperwork or items.

These actions were now ensuring that requirements relating to good governance were being met.