

Elmbank Surgery

Quality Report

Elmbank Surgery
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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 of Elmbank Surgery on 28 June 2016. The overall rating for the practice was good. However, within the key question safe an area was identified as 'requires improvement', as the practice was not meeting the legislation Safe care and treatment.

The practice was issued a requirement notice under Regulation 12, Safe care and treatment. The full comprehensive on 28 June 2016 can be found by selecting the 'all reports' link for the Elmbank Surgery on our website at www.cqc.org.uk.

This inspection was a focused desk based review carried out on 31 March 2017 to confirm the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations we identified in our

previous inspection on 28 June 2016. This report covers our findings in relation to those requirements and also any additional improvements made since our last inspection.

Overall, the practice is rated as good.

Our key findings were as follows:

- The practice had ensured that health care assistants only worked to Patient Specific Directives to deliver care safely.

The practice supplied an action plan and a range of documents which demonstrated they are now meeting the requirements of Regulation. Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 Safe care and treatment.

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 is rated as good for providing safe services.

At the inspection on 28 June 2016 we found that the practice did not have Patient Specific Directions in place for health care assistants who administered influenza vaccines.

At this inspection we found that the practice had developed systems to ensure health care assistants were working in accordance with the guidance for Patient Specific Directions.

Good



Elmbank Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector reviewed and analysed the documentary evidence submitted.

Background to Elmbank Surgery

Elmbank Surgery is located in the London Borough of Ealing, and provides a general practice service to around 3200 patients from a converted house. The practice is registered as a partnership with the Care Quality Commission (CQC) to provide the regulated activities of: treatment of disease, disorder or injury; diagnostic and screening procedures and maternity and midwifery services at one location. The practice has one female GP partner, a male GP partner and a female long term locum GP working total of thirteen sessions amongst them.

The practice has a part time practice manager, a full time assistant practice manager. The rest of the practice team consists of one part time locum practice nurse, one part time nurse practitioner, one part time locum health care assistant and three administrative staff consisting of medical secretaries, reception staff, clerks and typist.

The practice is currently open five days a week from 08:30-18:30hrs on Mondays and from 08:30-19:00hrs on Tuesday/Wednesday and Fridays. On Thursday the practice opens until 13:00hrs. Consultation times are 08:30 until 13:00 and from 15:00hrs in the afternoons. When the practice is closed, the telephone answering service directs patients to contact the out of hours provider.

Why we carried out this inspection

We undertook a comprehensive inspection of Elmbank Surgery on 28 June 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement for the Safe domain. The full comprehensive report following the inspection can be found by selecting the 'all reports' link for Elmbank Surgery on our website at www.cqc.org.uk.

We undertook a follow up desk-based focused inspection of Elmbank Surgery on 31 March 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

How we carried out this inspection

We carried out a desk-based focused inspection of Elmbank Surgery on 31 March 2017. This involved reviewing evidence that:

- Health care assistants administering vaccines; were working in accordance to Patient Specific Directions.
- We reviewed this information and made an assessment of this against the regulations. Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Are services safe?

Our findings

Overview of safety systems and processes

At our inspection on 28 June 2016 we rated the practice as requires improvement for providing safe services as the practice did not have adequate arrangements to ensure the safe administration of influenza vaccines by health care assistants.

These arrangements had significantly improved when we undertook a follow up inspection on 31 March 2017. The practice is now rated good for providing safe services.

(PSDs are written instructions from a qualified and registered prescriber for a medicine including the dose,

route and frequency or appliance to be supplied or administered to a named patient after the prescriber has assessed the patient on an individual basis). The health care assistants had been trained and were closely supervised.

At this inspection we found that the practice had developed systems to ensure health care assistants were working in accordance with the guidance for Patient Specific Directions. The practice sent us proof of training and supervision records for staff. Information received also included copies of prescriptions that demonstrated the process and guidance that health care assistants followed to ensure they are working in accordance to Patient Specific Directives.