

Streatfield Surgery

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 on Streatfield Surgery on the 18 November 2015. At the time, we found the practice was breaching legal requirements in relation to its recruitment and training and equipment and medicines check. The practice was rated as requires improvement for providing safe care. Following the comprehensive inspection, the practice submitted an action plan, outlining what they would do to ensure the care they provided was safe and met the legal standard required by CQC.

We undertook this focussed inspection on 1 September 2016 to check that the practice had followed their plan and to confirm that they were now providing safe care. This inspection did not include a visit to the practice. This report covers our findings in relation to those requirements and also where additional improvements have been made following the initial inspection. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Streatfield Surgery on our website at www.cqc.org.uk.

Overall the practice was rated as Good.

Following the focussed inspection we found the practice to be good for providing safe care.

Our key findings across all the areas we inspected were as follows:

- The practice had carried out an electrical appliance test in September 2016, to ensure all electrical equipment were safe to use.
- The practice had implemented a fridge temperature log for all fridges in the practice that stored medicines.
- The practice had a formal induction programme for newly appointed staff and a practice specific recruitment policy, which specified the recruitment checks which were required and these were in line with the relevant guidance.
- We saw newly appointed staff had pre-employment checks carried out as per guidance in Schedule 3, including written references and DBS checks (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable).
- We saw evidence of clinical staff having completed basic life support training in the past 12 months. The practice also provided us with a documented risk assessment carried out in line with the national resuscitation council. This showed that non-clinical staff did not received annual basic life support training but they were trained to recognise cardiorespiratory arrest and would be able to get help from a clinical member of staff to carry out CPR.
- We saw evidence that a fire risk assessment and infection control audit was carried out by the GP partners and management team for the practice in the last 12 months. We saw any actions identified were recorded and documented to show improvements had been made.

Summary of findings

- The practice provided us with a sample of staff meeting minutes, which showed discussions that took place in meetings including outcomes and actions.

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.

- Improvements had been made to ensure that systems and process to address risks were implemented well enough to keep patients safe.

Good



Summary of findings

Streatfield Surgery

Detailed findings

Why we carried out this inspection

We undertook a focussed, desk-based inspection of Streatfield Surgery on 1 September 2016. This is because the service had been identified as not meeting all the legal requirements and regulations at our previous inspection on 18 November 2015. Specifically, breaches of regulations 12 Safe care and 19 Fit and proper persons employed of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 were identified.

We had found that patients were at risk of harm because there were gaps in recruitment checks undertaken prior to

employing staff; in particular, the practice did not have evidence of new staff members' conduct in their previous employment and there were no records of formal induction into the practice.

We also found that the practice had failed to carry out electrical equipment testing to ensure all electrical equipment was safe to use in practice.

We found that appropriate management of refrigerated medicines were not in place. Temperatures of medicines fridges were not being recorded and there were no evidence of actions being taken when there were issues identified with the fridge.

This focused inspection was carried out to check that improvements to meet legal requirements had been made. We inspected the practice against one of the five questions we ask about services: Are services safe?

Are services safe?

Our findings

Overview of safety systems and processes

The practice had taken steps to mitigate the risks to patients in relation to staff recruitment and monitoring fridge temperature to ensure safe storage of medicines.

- The practice's recruitment policy and procedure clearly stated the recruitment checks that were required before new recruits started work at the practice. These checks included references from any previous employer as evidence of satisfactory conduct. The practice's recruitment process was in line with the regulations.
- The practice manager used a recruitment checklist to ensure that all checks were requested and followed up.
- The practice had carried out an infection control audit in the last 12 months and documented actions that they had taken to make improvements in the practice. The practice had a fridge temperature log for all refrigerates that stored medicines. This identified if there were any concerns with the fridge or medicines stocked.

Monitoring risks to patients

The practice had taken steps to mitigate risks in relation to equipment check.

- The practice had carried out electrical equipment testing on September 2016 to ensure that all electrical equipment was safe to use. The test showed that 116 items were checked and one wall light switch had failed. The practice had carried out a fire risk assessment in the last 12 months and recorded any improvements implemented as a result.
- Clinical staff continued to receive basic life support training annually. Although non-clinical staff had not received annual basic life support training the practice had carried out a risk assessment and documented the reasons as to why staff did not require annual training. This included, that non-clinical staff would be able to recognise cardiorespiratory arrest and would be able to call a clinical member of staff for help, as outlined in national guidance for resuscitation.