

Guildhall Surgery Clare

Quality Report

High Street

Clare

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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

Are services safe?

Good



Summary of findings

Contents

Summary of this inspection

| | |
|---|---|
| Overall summary | 2 |
| The five questions we ask and what we found | 3 |

Detailed findings from this inspection

| | |
|---------------------------------------|---|
| Our inspection team | 4 |
| Background to Guildhall Surgery Clare | 4 |
| Why we carried out this inspection | 4 |
| How we carried out this inspection | 4 |
| Detailed findings | 5 |

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of this practice on 17 March 2016. We issued a requirement notice in relation to Safe Care and Treatment. The practice sent in an action plan informing us about what they would do to meet legal requirements in relation to the following;

- The practice had not ensured that all medical devices for use were within their expiry date.
- The practice had not undertaken a robust legionella risk assessment.

They told us these issues would be addressed by 31 May 2016 and provided us with evidence to show they had taken the action to address the concerns.

We undertook a desk top review on 7 October 2016 to make a judgement about whether their actions had addressed the requirements.

The overall rating for the practice is good. You can read our previous report by selecting the 'all reports' link for 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 the last inspection on 17 March 2016 we found that;

- The practice did not have a robust system to ensure that all medical devices for use were within their expiry date.
- The practice had not undertaken a legionella risk assessment.
- Our focused inspection on 7 October 2016 found that;

The practice is rated as good for providing safe services.

- The practice had implemented effective stock control systems to ensure that all medical devices were within the expiry.
- The practice had completed a legionella risk assessment.

This report should be read in conjunction with the full inspection report from 17 March 2016.

Good



Guildhall Surgery Clare

Detailed findings

Our inspection team

Our inspection team was led by:

This desk based review was completed by a CQC inspector.

Background to Guildhall Surgery Clare

Guildhall Surgery Clare provides a range of medical services to approximately 5,000 patients. The practice is in a Grade II listed building and the practice boundary includes a number of villages and hamlets. Approximately two thirds of the practice population come from within the county of Suffolk and one third from within the county of North Essex. Clare is set in a rural area with a high number of retired homeowners, older population, and members of the farming community.

The practice is in the NHS West Suffolk CCG (Clinical Commissioning Group).

The practice holds a General Medical Services (GMS) contract to provide GP services.

Data from Public Health England shows the practice serves an area where income deprivation affecting children and older patient's people is lower than the England average.

The practice has a team of three GPs meeting patients' needs. These GPs (two male and one female) are partners and they hold managerial and financial responsibility for the practice. There are three female practice nurses, a female health care assistant, and a cleaner. A team of thirteen reception/administration staff support the practice manager.

Patients using the practice have access to a range of services and visiting healthcare professionals. These included midwives, a diabetic specialist nurse, and a community mental health nurse.

Appointments are available Monday to Friday from 8.30am to 7pm.

Outside of practice opening hours Care UK provides an emergency service. Details of how to access emergency and non-emergency treatment and advice is available within the practice and on its website.

Why we carried out this inspection

As a result of the last inspection on 17 March 2016 we had concerns and issued a requirement notice in respect of safe care and treatment. This was because the practice had not ensured that robust processes were in place to ensure that medical devices were within their expiry date. The practice did not have a robust legionella risk assessment.

How we carried out this inspection

We reviewed the information received from the practice, spoke with the practice manager and requested additional information from the practice.

We have not revisited Guildhall Surgery Clare as part of this review because Guildhall Surgery Clare were able to demonstrate they were meeting the standards without the need for a visit.

We carried out a desk-based review on 7 October 2016.

Are services safe?

Our findings

We found improvements were needed in relation to safe care and treatment at our last inspection on 17 March 2016, we found that;

- The practice had not ensured that all medical devices for use were within their expiry date.
- The practice had not undertaken a legionella risk assessment.

The provider sent us an action plan informing us of the actions they would take to ensure that patients were safe. Our focused inspection on 7 October 2016 found that the practice had implemented and embedded clearly defined systems, processes, and practices.

- The practice provided evidence of a completed legionella risk assessment and a legionella

management, testing, and investigation policy. The policy included a named person responsible for taking suitable precautions to prevent or control the risk of exposure to legionella.

- The practice provided us with detailed record sheets to show that regular stock checks took place by named individuals and the practice manager undertook regular spot checks to ensure effectiveness.

We noted in our report 17 March 2016 that the practice had recently implemented new systems, the practice provided evidence to show that these were now embedded. For example, the practice showed us detailed minutes of meetings which clearly showed that complaints, and significant events were discussed and learning shared throughout the practice.