

Denton Village Surgery

Inspection 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 location

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Good



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Inadequate



Overall summary

We carried out an announced comprehensive inspection at Denton Village Surgery on 2 April 2019.

This was the first inspection at the practice under their current registration with CQC.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We have rated this practice as requires improvement overall and good for all the population groups.

We rated the practice as **requires improvement** for providing safe services because:

- The practice did not have clear systems and processes to keep patients safe.
- The practice did not have all of the required emergency drugs in stock to ensure patient safety.
- The practice did not have an adequate system in place to safely manage MHRA and other safety alerts.
- Staff immunisations were not being safely monitored.
- The practice had over 500 patient notes which had not been summarised dating back to 1984. This had not been picked up by the practice prior to our inspection and posed a risk to patient safety.
- Some of the risk assessments in place in the dispensary did not provide enough information to safely mitigate any identified risks.

We rated the practice as **good** for providing effective, caring and responsive services because:

- Patients received effective care and treatment.
- Screening and immunisation data for the practice was good.

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

We rated the practice as **inadequate** for providing well-led services because:

- Leaders could not show that they had the capacity and skills to deliver high quality, sustainable care.
- The overall governance arrangements were ineffective due to areas of risk which had not been identified prior to our inspection.
- The practice did not have clear and effective processes for managing risks.

The areas where the provider **must** make improvements are:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

(Please see the specific details on action required at the end of this report).

The areas where the provider **should** make improvements are:

- Ensure blind chords in the waiting room are safe and do not pose any risks to patients.
- Review staff training needs and ensure staff have the skills, knowledge and experience to carry out their roles.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor, a practice nurse specialist advisor and a practice manager specialist advisor.

Background to Denton Village Surgery

Denton Village Surgery is located in the village of Denton, Northamptonshire and serves approximately 6,100 patients. Patients are registered at the practice from 14 surrounding villages. The practice holds a General Medical Services contract and provides GP services commissioned by NHS England.

The practice has a registered manager in place. A registered manager is an individual registered with CQC to manage the regulated activities provided.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, treatment of disease, disorder or injury, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

Patients who live in excess of one mile from a pharmacy are eligible to have their prescribed medicines dispensed from the practice. This equates to 99% of registered patients. Medicines can be collected from the practice or any of five designated outlets. The dispensary has a dispensary manager and seven dispensers who work varying hours. There is a prescription administrator based at the practice.

The practice's clinical team is led by the provider (principal GP), who provides six clinical sessions per week. There are six salaried GP's and a number of male and female locums at the practice. A male long-term locum GP provides occasional sessions to cover the provider's absence. The practice has a lead prescribing nurse, a prescribing nurse, two practice nurses and a health care assistant. There are five members of the reception team, four administrative roles and a care co-ordinator in post. The practice manager is supported by an assistant manager.

Standard appointments at the practice are 15 minutes long, with patients being encouraged to book double slots should they have several issues to discuss. Patients who have previously registered to do so may book appointments online. The provider can carry out home visits for patients whose health condition prevents them attending the surgery.

The practice has opted out of providing an out-of-hours service. However, the provider is available outside usual surgery hours, with the practice's phone line being routed to an answering service, which will pass on messages. Otherwise, patients calling the practice when it is closed relate to the local out-of-hours service provider via NHS 111.

This section is primarily information for the provider

Enforcement actions

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these. We took enforcement action because the quality of healthcare required significant improvement.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 17 HSCA (RA) Regulations 2014 Good governance
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	