

The Pulteney Practice

Quality Report

35 Great Pulteney Street
Bath
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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 The Pulteney Practice on 19 January 2016. We did not inspect the branch surgery at Bathampton (address: 29 Holcombe Lane, Bathampton, Bath BA2 6UL). During this inspection an overall rating of good was made, with the effective, caring and well led areas all being rated as good and the responsive domain as outstanding. Following the inspection we issued a requirement notice. The notice was issued due to a breach of Regulation 12 of The Health and Social Care Act (Regulated Activity) Regulations 2014, relating to safe care and treatment.

The issues were:

- The provider must ensure all appropriate emergency medicines were available, and stored for easy access. Regular checks were required to confirm these medicines were in date and what were safe to use.
- The provider must ensure that all medicines in the GP's home visit bags and the controlled drugs held at the practice were in date and were accounted for.
- The provider must ensure out of date medicines are disposed of appropriately, in line with guidance from the Royal Pharmaceutical Society.

- The provider must ensure that requirements for the management of prescription paper security are met at all times.
- The provider must ensure that they reviewed and updated the practice fire evacuation procedures, maintain an appropriate frequency of fire alarm testing and fire drills, and update fire safety documentation appropriately.

In addition the provider should:

- Ensure that spill kits are available to deal with breakages so that guidelines on the cleaning of hazardous substances and samples are met.
- Assess its compliance with the Equality Act 2010, with respect to disabled access to the premises and any deficiencies should be addressed where possible.

The full comprehensive report on the 19 January 2016 inspection can be found by selecting the 'all reports' link for The Pulteney Practice on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 24 January 2017 to confirm that the practice had carried out their action plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection

Summary of findings

on 19 January 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection. Overall the practice is now rated as good.

Our key findings across all the areas we inspected during this inspection, were as follows:

- We saw that the practice had policies in place for the storage of medicines, including controlled drugs and for checking emergency drugs in the practice. All appropriate emergency medicines and equipment were present, including emergency medicines for the management of diabetic conditions and also for some heart conditions. We found that all medicines in the GP home visit bag were accounted for, in date and safe to use.
- When we spoke to the practice they informed us that controlled drugs were no longer kept on site and showed us records to confirm that. All out of date medicines were disposed of appropriately, in line with guidance from the Royal Pharmaceutical Society.
- We saw evidence that prescription paper security was safely managed.

- We saw evidence that the provider had reviewed fire evacuation procedures, including updating information on fire alarm testing and records of fire drills.

Our findings regarding actions that the provider should take as a result of our last inspection were as follows:

- We saw that spill kits were available to deal with breakages so that guidelines on the cleaning of hazardous substances and samples were met, with up to date records.
- The provider had carried out an assessment of its compliance with the Equality Act 2010, with respect to disabled access to the premises and addressed deficiencies regarding access. This included assessing the premises for safe evacuation in the event of a fire from the first floor building.

Following this inspection the practice was rated overall as good across all domains.

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 domain for safe is now rated as good. This is because:

- The provider had ensured that all appropriate emergency medicines were available, and stored for easy access. There were regular checks confirming what was available and that these medicines were safe to use.
- The provider had ensured that all medicines in the GP home visit bags were in date and accounted for. Controlled drugs were no longer kept on site and we saw records to confirm that. All out of date medicines were disposed of appropriately, in line with guidance from the Royal Pharmaceutical Society.
- The provider had ensured that prescription paper security was safely managed.
- The provider had ensured that spill kits were available to deal with breakages so that guidelines on the cleaning of hazardous substances and samples were met, with up to date records.
- The provider had ensured that fire evacuation procedures had been reviewed, including updating information on fire alarm testing and records of fire drills. The practice had made adequate steps to risk assess the building for fire evacuation for people with limited mobility from the first floor building and had assessments and had implemented systems to support access in accordance with the Equality Act (2010). The practice provided full disabled access at its branch site at Bathampton (29 Holcombe Lane, Bathampton, Bath BA2 6UL).

Good



The Pulteney Practice

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection comprised of a CQC Lead Inspector.

Background to The Pulteney Practice

The Pulteney Practice is a GP practice serving mainly the Bath and Bathampton area, that has good local public transport links. One practice is in Great Pulteney Street near the centre of Bath and a branch surgery is a short distance away in the village of Bathampton. The inspection focused on the main Great Pulteney Street location and the branch site was not visited. The addresses are:

The Pulteney Street Surgery

35 Great Pulteney Street

Bath BA2 4BY

Bathampton Surgery

29 Holcombe Lane

Bathampton

Bath BA2 6UL

The practice supports approximately 11,500 patients who are able to attend either surgery. There is a lower than average younger patient population (under 20 years old) and a higher than average older patient population (65 years of age and over; and especially 85 years of age over). There are very few patients in nursing or residential homes; and the practice sees a relatively high numbers of tourists and other temporary residents including canal boat dwellers.

The practice offers a range of services including childhood and pneumococcal immunisations, health screening, travel clinics, asthma and diabetes advice and extended hours access. The main practice occupies several floors of a Grade I listed building, which it shares with a separate pharmacy business. Access is via stone steps from the pavement to a ground floor waiting area and reception. There is one ground floor consulting room available for disabled access. The practice has no access to a disabled toilet or a lift. There is no car parking available at the main site, however, the branch surgery has a separate car park and occupies a single story building with full disabled access and toilet facilities. The branch site is shared with another pharmacy and a dental practice.

The practice has eleven GPs, comprising 5 partner GPs, 5 salaried GPs and 1 locum GP providing 7.12 WTE (whole time equivalent) doctors. Five GPs are male and six are female. There is a team of eight nursing staff, comprising a nurse practitioner, 5 practice nurses, a research nurse and phlebotomist, providing 5.26 WTE staff. One of the nursing team is male and all others are female. The clinical staff are supported by a practice manager and an administrative team.

The practice is in the BANES area (Bath and North East Somerset) Local Authority and Clinical Commissioning Group (CCG). The practice had a Personal Medical Services (PMS) contract with NHS England (a locally agreed contract negotiated between NHS England and the practice).

The Pulteney Street practice is open Monday to Friday from 8.15am to 6pm with extended hours on Tuesday from 6pm to 8pm and every Saturday morning 9am to 12noon (for pre bookable appointments). The Bathampton practice is open Monday to Friday from 8.15am to 5.30pm closing earlier on Fridays at 2pm. The practice has opted out of providing Out

Detailed findings

of Hours services to their own patients. When the surgeries are closed patients are directed, via NHS 111 to clinical services from the Out of Hours provider or to 999 for life threatening emergencies, via answerphone message.

The practice undertakes clinical research studies as part of the local BARONET group of practices.

The practice had previously been inspected by Care Quality Commission in November 2013 and was judged as having met the standards at that time. At that inspection some areas were identified for the practice to follow up. These included infection control and access for the disabled.

Why we carried out this inspection

We undertook a follow-up focused inspection of The Pulteney Practice on 24 January 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

Before visiting, we reviewed a range of information we hold about the practice and asked other organisations to share what they knew. We carried out an announced visit on 24 January 2017.

During our visit we:

- Spoke with the practice manager.
- Reviewed documents relating to the management of medicines, prescription security and fire evacuation procedures. We also looked at documents relating to safe cleaning of hazardous substances, and the practice's premises assessment with respect to disabled access.

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

At the last comprehensive inspection of The Pulteney Practice on 19 January 2016 we rated the practice as Requires Improvement, as the arrangements for the availability of emergency medicines, prescription security and fire procedures did not keep patients safe.

The concerns identified were:

- Not all appropriate emergency medicines were available, checked as safe to use or stored for easy access.
- Not all medicines in the GP home visit bags and controlled drugs were in date and accounted for.
- Requirements for the management of prescription security were not being met at all times.
- Fire evacuation procedures were not reviewed frequently and documentation updated appropriately.

These arrangements had significantly improved when we undertook an announced follow up inspection on 24 January 2017. The practice is now rated as good for providing safe services.

At this inspection we found:

Medicines Management

- We saw evidence that all medicines in the GP home visit bags were in date and accounted for. Controlled drugs were no longer kept on site and we saw records to confirm that. All out of date medicines were disposed of appropriately, in line with guidance from the Royal Pharmaceutical Society.
- The practice had implemented changes which ensured that prescription security was safely managed. All printers had locks fitted. The printers were located in rooms with door codes that could only be accessed by

staff. The practice had developed a system to track prescriptions electronically, and there was a protocol in place for reception staff to track completed prescriptions.

Arrangements to deal with emergencies and major incidents

- The practice staff had implemented changes which ensured that all appropriate emergency medicines were available, and stored for easy access. There were emergency medicines available for the management of diabetic conditions or for some heart conditions. Regular, recorded checks confirmed what was available and that these medicines were safe to use.

Monitoring risks to patients

- The practice continued to have mercury sphygmomanometers (to measure patients' blood pressure) in use and we saw they now had appropriate policies and procedures in place. The practice had a 'spill kit' available to staff to handle spillages of mercury, which is hazardous to health, to respond to any breakages of equipment.
- The provider had ensured that fire evacuation procedures had been reviewed, including updating information on fire alarm testing and records of fire drills. We saw evidence of a signed record of fire alarm testing, a fire safety and maintenance log, and evidence of annual fire drills. The practice occupied a Grade I listed building which limited the extent of modifications that the practice could undertake. We saw the practice had made adequate steps to risk assess the building for fire evacuation for people with limited mobility from the first floor building and had assessments and implemented systems to support access in accordance with the Equality Act (2010). The practice provided full disabled access at its branch site at Bathampton (29 Holcombe Lane, Bathampton, Bath BA2 6UL).