

The Surgery

Inspection report

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Date of inspection visit: 29 May to 29 May 2018
Date of publication: 18/07/2018

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

Good 

Are services safe?

Good 

Overall summary

We carried out an announced comprehensive inspection at The Surgery on the 12 October 2017. At this inspection we rated the practice as good overall and for the key questions of effective, caring, responsive and well-led with the exception of safe which we rated requires improvement. The full comprehensive report on the inspection can be found by selecting the 'all reports' link for The Surgery on our website at www.cqc.org.uk.

We carried out an announced focused inspection at The Surgery on 29 May 2018. This inspection was carried out to review the actions taken by the practice to improve the quality of care and to confirm whether the practice was providing a safe service and was now meeting legal requirements.

The overall rating for the service is Good.

The key questions are rated as:

Are services safe? - Good

At this inspection, we found:

- The practice had reviewed their systems and procedures for significant events and this ensured the consistent recording of significant events.
- Patients would be informed and offered an apology if involved in a significant event.
- New staff had a written induction program to follow.
- The practice had installed a new e learning program to ensure that staff completed their essential training. This provided the practice manager with an overview of staff training.
- The practice had carried out clinical internal audit.
- The practice held the monthly practice meetings on different days of the week to ensure that all staff could attend.

Professor Steve Field CBE FRCP FFPH FRCGP Chief Inspector of General Practice.

Population group ratings

Our inspection team

Our inspection was carried out by a CQC inspector

Background to The Surgery

The surgery is located in Hornchurch in Essex. The practice is commissioned by Havering Clinical Commissioning Group (CCG) to provide general medical services to approximately 3,660 patients.

The practice is run by two GP partners (one male and one female) working a total of 13 sessions per week. Other clinical services are provided by a practice nurse working 28 hours a week and a healthcare assistant. The clinical staff are supported by a part-time practice manager and seven reception/administrative members of staff.

Information published by Public Health England rates the level of deprivation within the practice population group as nine on a scale of one to 10. (Level one represents the highest levels of deprivation and level 10 the lowest.)

The practice is open Monday 7.30am to 6.30pm; Tuesday 8.00 am to 7.00pm; Wednesday 7.30am to 6.30pm;

Thursday 8.00am to 6.30pm; Friday 8.00 to 7.00pm. The nurse offers extended hours appointments Monday and Wednesday morning and Tuesday evening. The doctor offers extended hours on Tuesdays and Fridays.

Appointments can be booked over the telephone, online or in person at the surgery. Patients are provided information on how to access an out of hour's service by calling the surgery.

The practice is registered by the CQC to provide diagnostic and screening procedures, treatment of disease disorder and injury, maternity and midwifery services.

The practice runs a number of services for its patients including; chronic disease management, and new patient checks.

Are services safe?

We rated the practice as good for providing a safe service.

Lessons learned and improvements made

At the inspection of 12 October 2017, we found the provider had not ensured that the practice consistently recorded and shared significant events. In addition, where the provider was aware a patient was affected by an incident or serious event the practice did not clearly record that the patient had been informed and offered an apology.

At this inspection we found the practice had reviewed their systems and procedures for significant events and this ensured the consistent recording of significant events. In addition, that patients would be informed and offered an apology if appropriate. The system included:-

- A new incident report that specified whether this was a clinical or non-clinical significant event.

- The clinical significant events analysis sheets included information about whether this had affected a patient and if they had been informed and apologised to.
- The practice manager and nurse explained the forms were available on-line and completed by the member of staff, the practice manager reviewed non-clinical and the provider clinical significant events. The practice staff reviewed the recommendations at the monthly practice meetings or the two weekly clinical meetings.
- The practice had policies in place for staff to follow in regards to promoting an open and transparent service.
- The practice held monthly practice meetings where significant events were discussed. The practice used alternate weekdays each month to ensure that all staff could attend.
- Any clinical significant events were discussed at the clinical meetings.

Please refer to the Evidence Tables for further information.