

Halfway Surgery

Inspection report

68a New Road
Chatham
ME4 4QR
Tel: 01634 828665
www.halfwaysurgery.co.uk

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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

Good 

Are services safe?

Requires improvement 

Overall summary

We carried out an announced comprehensive inspection at Halfway Surgery on 21 August 2018. The overall rating for the practice was good. However, the practice was rated requires improvement for providing safe services and a Requirement Notice was served in relation to breaches of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 12 Safe care and treatment, found at this inspection. The full comprehensive report on the August 2018 inspection can be found by selecting the 'all reports' link for Halfway Surgery on our website at www.cqc.org.uk.

After our inspection in August 2018 the practice wrote to us with an action plan outlining how they would make the necessary improvements to comply with the Requirement Notice served.

This inspection was an announced focussed follow-up inspection carried out on 30 October 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 21 August 2018. This report only covers findings in relation to those requirements.

Our judgement of the quality of care at this service is based 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.

This practice is rated as good overall. However, the practice remains rated as requires improvement for providing safe services.

At this inspection we found:

- All electrical equipment had been checked to help ensure it was safe to use.
- Improvements to the system that managed infection prevention and control had taken place.

- The practice had made improvements to fire safety management.
- Improvements to the arrangements for managing medicines in the practice had taken place. However, further improvements were still required.
- The practice had continued to monitor and improve patient uptake for breast and bowel screening.
- The practice had continued to implement and monitor the effectiveness of the action plan to carry out all remaining physical and medicine reviews for patients with learning disabilities.
- All staff who acted as a chaperone had received training for this role.
- The practice had continued to monitor and improve national GP patient survey patient satisfaction scores.

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

- Ensure care and treatment is provided in a safe way to patients.

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

- Continue with plans to train fire marshals.
- Continue to monitor and improve patient uptake for breast and bowel screening.
- Continue to implement and monitor the effectiveness of the action plan to carry out all remaining physical and medicine reviews for patients with learning difficulties.
- Continue to monitor and improve national GP patient survey patient satisfaction scores.

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

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

Population group ratings

Our inspection team

Our inspection team was led by a CQC Inspector.

Background to Halfway Surgery

The provider is The College Practice who registered with the CQC in January 2013.

Halfway Surgery is located at 68a New Road, Chatham, Kent, ME4 4QR.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning, surgical procedures and treatment of disease, disorder or injury.

As part of our inspection we visited Halfway Surgery, 68a New Road, Chatham, Kent, ME4 4QR only, where the provider delivers regulated activities.

Halfway Surgery is situated within the NHS Medway Clinical Commissioning Group (CCG) and provides services to 4,000 patients under the terms of a general medical services (GMS) contract. This is a contract

between general practices and NHS England for delivering services to the local community. The practice is located in an area with a higher than average deprivation score.

The practice staff consists of one GP Partner (female), one long-term locum GP (male) employed via an agency, one practice manager, one clinical nurse lead (female), one practice nurse (female), one practice nurse / end of life facilitator (female) as well as reception and administration staff. The practice also employs other locum GPs via an agency.

Halfway Surgery is open between 8am and 6.30pm Monday to Friday. Primary medical services are available to registered patients via an appointments system. There are arrangements with other providers (Medway Doctors On Call Care) to deliver services to patients outside of the practice's working hours.

This section is primarily information for the provider

Requirement notices

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 requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment Care and treatment was not always provided in a safe way for service users. The service provider was not: Ensuring the proper and safe management of medicines. In particular: medicines requiring refrigeration were not always stored in line with national guidance. This was in breach of Regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.