

# The Brownhill Surgery

## Quality 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 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 a focused inspection of The Brownhill Surgery on 8 November 2016 to assess whether the practice had made the improvements required in providing safe care and services.

We had previously carried out an announced comprehensive inspection at The Brownhill Surgery on 10 May 2016 when we rated the practice as good overall. The practice was rated as requires improvement for providing safe care. This was because a risk assessment for the control and prevention of Legionella had not been completed, appropriate recruitment checks for staff were not consistently performed and blank prescriptions were not kept securely.

We asked the provider to send a report of the improvements they would make to comply with the regulations they were not meeting at that time. The

practice is now able to demonstrate that they are meeting the regulations. The practice is now rated as good for providing safe care and the overall rating remains as good.

This report should be read in conjunction with the full inspection report dated 27 June 2016.

Our key finding across the area we inspected was as follows:

- Recruitment checks for staff had been appropriately completed and recorded.
- The security systems for clinical areas and blank prescription stationary were effective.
- The practice had an assessment to determine the risk from infection from Legionella and had taken action to ensure effective and safe water systems.

### 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 practice is rated as good for providing safe services.

**Good**



There were safe and effective systems in place:

- To ensure recruitment checks for staff had been appropriately completed and recorded.
- To ensure the security of clinical areas and blank prescription stationary
- For the management of risks including the prevention of infection from Legionella.

# The Brownhill Surgery

## Detailed findings

### Background to The Brownhill Surgery

The Brownhill Surgery is located in the centre of Chandlers Ford a town north of Southampton, Hampshire. The practice is based in a converted residential building built in approximately 1900, and there are two floors. Three treatment rooms are on the ground floor and three treatment rooms are on the first floor. The practice provides services to patients living in the Chandlers Ford, Eastleigh and Otterbourne areas of Hampshire. The practice area has low deprivation and low unemployment compared to the averages for England.

The practice provides services under a NHS General Medical Services contract and is part of NHS West Hampshire Clinical Commissioning Group (CCG). The practice has approximately 7,000 patients registered. A total of 68% of patients at the practice are working or are in full-time education compared to the national average of 60%. The practice population has a similar number of patients with a long-standing health condition compared to the national average. A total of 51% of patients registered at the practice have a long-standing health condition compared to the national average of 54%.

The practice has two male GP partners, one female GP partner, and one female GP who is a long-term locum. Together, the GPs provide care equivalent to approximately three full-time GPs over approximately 23 sessions per week. The GPs are supported by one nurse practitioner, who is a non-medical prescriber and provides diagnosis, treatment and advice to patients. Two practice nurses and two health care assistants also provide a range of services to patients such as 24 hour heart monitoring and long-term condition reviews. Together the practice nurses are

equivalent to just under two full time nurses. The clinical team are supported by a management team and a team of 10 support staff who share secretarial, administrative and reception duties.

The practice telephone lines and reception desk are open between 8am and 6.30pm. Appointments are available between 8.30am and 12pm and again from 3pm to 6.30pm daily. Extended hours appointments are offered every weekday between 7.20am and 8.30am and on Monday and Thursday evenings until 7.10pm. The Brownhill Surgery has opted out of providing out-of-hours services to their own patients and refers them to the out of hours service via the NHS 111 service.

The practice offers a range of additional in-house services to patients including antenatal care, midwifery, phlebotomy, travel advice, sexual health services and minor operations. The practice offers online facilities for booking of appointments and for requesting prescriptions.

We carried out our inspection at the practice's only location which is situated at:

2 Brownhill Road, Eastleigh, Hampshire, SO53 2ZB

We previously inspected The Brownhill Surgery on 10 May 2016. Following this inspection, the practice was given a rating of good. The practice was rated as requires improvement for providing safe care. This was because the practice had not conducted a risk assessment for the prevention and control of Legionella. Appropriate pre-employment checks for staff had not consistently been undertaken. We also found that blank prescriptions were not stored securely at all times.

A copy of the report detailing our findings can be found at [www.cqc.org.uk/](http://www.cqc.org.uk/)

# Detailed findings

## Why we carried out this inspection

We carried out an announced inspection at The Brownhill Surgery on 10 May 2016 when we rated the practice as good overall. Specifically, the practice was rated as good for providing responsive services, being well-led, providing effective care for being caring and requires improvement for providing safe care.

As a result of the inspection in May 2016, the provider was found to be in breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The practice had not conducted an assessment to determine the risk from infection from Legionella (Legionella is a bacteria which can grow in central heating and water systems and which can cause lung infections). This meant the practice could not be reassured that the premises were safe for patients and staff. We also found that pre-employment checks were not consistently

undertaken; this meant the practice could not be reassured of the suitability of staff employed. Blank prescription stationary was not stored securely; this meant the practice could not monitor appropriate use of prescriptions.

We asked the provider to send a report of the changes they would make to comply with the regulations they were not meeting at that time. We have followed up the practice to make sure that the necessary changes have been made and found the provider is now meeting the regulations included within this report. This report should be read in conjunction with the full inspection report.

## How we carried out this inspection

We revisited The Brownhill Surgery to carry out a focused inspection based on the evidence observed and information the practice provided to us prior to inspection. The inspection team consisted of a lead CQC inspector and a second CQC inspector. We visited the practice on 8 November 2016 to check the necessary changes have been made.

# Are services safe?

## Our findings

### Overview of safety systems and processes

At our last inspection on 10 May 2016, we found that the practice did not consistently undertake appropriate recruitment checks prior to the employment of staff. These checks must include proof of identification, evidence of satisfactory conduct in previous employment in the form of references, qualifications, registration with the appropriate professional body and the appropriate checks through the Disclosure and Barring Service (DBS). We found that proof of identification was absent in three files and evidence of satisfactory conduct in previous employment was absent in two files.

On 8 November 2016, the practice was able to demonstrate they were now complying with the regulation. The practice had developed a checklist to ensure all appropriate checks were undertaken for new staff. When recruiting via the NHS jobs website, the practice now used the systems available to them to enable pre-employment. We looked at the files of three staff employed since our inspection in May 2016. Appropriate recruitment checks had been undertaken prior to employment in all files. For example, proof of identification, references, qualifications, registration with the appropriate professional body and the appropriate checks through the Disclosure and Barring Service.

At our last inspection on 10 May 2016, we observed that clinical rooms were not locked when left unattended. This presented a security risk in that blank prescriptions, kept in printers, and other equipment were not kept safe. This meant the practice could not be assured that unauthorised access to medicines was prevented.

On 8 November 2016, we found the practice had reviewed the procedures for the security of clinical areas. The practice had developed a system to ensure blank

prescription stationary was removed from clinical rooms at the end of each session. Each clinician was given a folder in which to return blank prescriptions for secure storage in the reception office. Staff then checked off the issued and returned prescription stationary to make sure that all were properly accounted for. Clinical areas were locked when not in use.

### Monitoring risks to patients

At our last inspection on 10 May 2016, we found that the practice had not determined the risk of infection from Legionella. Legionella is a bacterium that can live in water or central heating systems and which causes respiratory problems. Under Health and Safety legislation, practices are required to formally assess and act upon any risks associated with Legionella. At our inspection in May 2016, a formal risk assessment had not been conducted by the practice. This meant the practice could not be reassured that patients and staff were protected from the risk of infection from Legionella.

On 8 November 2016 the practice was able to demonstrate they were now complying with the regulation. The practice had employed a specialist contractor to undertake a full assessment of the risk of Legionella on 27 July 2016. The risk assessment included a number of actions the practice should undertake to minimise the risk of infection from Legionella.

The practice had an effective system in place to monitor the risk from Legionella. We saw evidence that the temperatures of hot and cold water inlets were checked on a monthly basis to ensure they were within safe limits. Staff flushed through taps as part of their daily set-up routine. Quotes had been obtained by the practice for remedial work to disinfect and clean water storage vessels. This work needed to be completed within six months and we saw evidence it had been booked for 6 December 2016.