

# Swanscombe Health Centre

## Quality Report

Southfleet Road  
Swanscombe Kent DA10 0BF

Tel: 01322 427447

Website: [www.swanscombehealthcentre.co.uk](http://www.swanscombehealthcentre.co.uk)

Date of inspection visit: 5 April 2016

Date of publication: 26/05/2016

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

## Contents

### Summary of this inspection

Overall summary	Page 2
The five questions we ask and what we found	3

### Detailed findings from this inspection

Our inspection team	5
Background to Swanscombe Health Centre	5
Why we carried out this inspection	5
How we carried out this inspection	5
Detailed findings	7

## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Swanscombe Health Centre on 7 July 2015. Breaches of the legal requirements were found. Following the comprehensive inspection, the practice wrote to us to tell us what they would do to meet the legal requirements in relation to the breaches.

We undertook this focussed inspection on 5 April 2016, to check that the practice had followed their plan and to

confirm that they now met the legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Swanscombe Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

### 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?

At our previous comprehensive inspection on 7 July 2015 the practice had been rated as requires improvement for providing safe services.

- The practice had not always responded to national patient safety alerts.
- Blank prescription forms were not always handled in accordance with national guidance.
- The practice had not always followed best practice when prescribing high risk medicines.
- The practice's system of legionella risk assessment and management had not included the Greenhithe premises. Legionella is a germ found in the environment which can contaminate water systems in buildings.

At our focussed follow-up inspection on 5 April 2016, the practice provided records and information to demonstrate that the requirements had been met.

- The practice had revised their system that managed national patient safety alerts to help ensure such alerts were now always responded to appropriately.
- The practice was now able to demonstrate they were handing blank prescription forms in accordance with national guidance.
- The practice had revised their medicines management system to help ensure they were now following best practice guidance when prescribing high risk medicines.
- The practice's system of legionella risk assessment and management now included the Greenhithe premises.

Good



## Summary of findings

# Swanscombe Health Centre

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

## Background to Swanscombe Health Centre

Swanscombe Health Centre is situated in Swanscombe, Kent and has a registered patient population of approximately 13,145.

The practice staff consist of two GP partners (both male), six salaried GPs (three male and three female), one GP registrar (female), one Foundation Year Two doctor (female), one final year medical student (female), one practice manager, one assistant practice manager, one nurse practitioner (female), four practice nurses (all female), four health care assistant (one male three female), cleaning staff as well as administration and reception staff. The practice also employs locum GPs directly and through locum agencies. There is a reception and a waiting area on the ground floor. All patient areas are accessible to patients with mobility issues as well as parents with children and babies.

The practice is a training and teaching practice (teaching practices take medical students and training practices have GP trainees and Foundation Year Two trainee doctors).

The practice has a personal medical services (PMS) contract with NHS England for delivering primary care services to local communities.

Services are provided from:

- Swanscombe Health Centre, Southfleet Road, Swanscombe, Kent, DA10 0BF.
- Bean Village Surgery, High Street, Bean, Kent, DA2 8BS.
- Greenhithe Surgery, 32 London Road, Greenhithe, Kent, DA9 9EJ.

We did not visit Bean Village Surgery or Greenhithe Surgery during this inspection.

The practice dispenses medicines at Bean Village Surgery only.

Primary medical services are provided as follows;

- Swanscombe Health Centre – Monday to Friday 9am to 6.30pm, as well as Tuesdays 6.30pm to 8pm.
- Bean Village Surgery – Monday to Friday 8am to 12.30pm, and Monday, Thursday and Friday 2pm to 6.30pm, as well as Tuesday 2pm to 7.30pm.
- Greenhithe Surgery – Monday, Tuesday and Thursday 9am to 12.00pm and Tuesday 2pm to 6pm as well as Monday and Thursday 2pm to 7.30pm.

Primary medical services are available to patients registered at Swanscombe Health Centre via an appointments system. There is a range of clinics for all age groups and a variety of conditions as well as the availability of specialist nursing treatment and support. There are arrangements with another provider (the 111 service) to deliver services to patients outside of Swanscombe Health Centre's working hours.

## Why we carried out this inspection

We undertook an announced focused inspection of Swanscombe Health Centre on 5 April 2016. This inspection

## Detailed findings

was carried out to check that improvements had been made to meet the legal requirements planned by the practice, following our comprehensive inspection on 7 July 2015.

We inspected this practice against one of the five questions we ask about services; is the service safe. This is because the service was not meeting some of the legal requirements in relation to this question.

## How we carried out this inspection

Before visiting, we reviewed information sent to us by the practice that told us how the breaches identified during the comprehensive inspection had been addressed. During our visit we spoke with one GP and the practice manager, and reviewed information, documents and records kept at the practice.

# Are services safe?

## Our findings

### Learning and improvement from safety incidents

Staff told us the system of response to national patient safety alerts had been revised and records confirmed this. The practice had implemented an action plan to help ensure all alerts relevant to the practice were now acted upon. Records demonstrated that relevant national patient safety alerts were now being discussed at regular clinical meetings.

### Medicines management

Staff told us the practice had revised their system to monitor blank prescriptions and records confirmed this. Blank prescription forms were stored securely and the practice now kept records of their serial numbers at Swanscombe Health Centre.

The practice had carried out an audit of patients who were prescribed a medicine used to treat auto-immune

conditions such as rheumatoid arthritis, to help ensure best practice guidance on prescribing was taking place. The audit identified 24 patients who had not been prescribed this medicine in line with best practice guidance. The practice had taken action to correct this situation and a re-audit carried out in January 2016 demonstrated the number of patients who had not been prescribed this medicine in line with best practice guidance, had reduced to three. The re-audit identified the reasons for this and staff told us that prescriptions of this medicine for the three patients had been corrected. The practice now had an action plan to help prevent errors when staff prescribed this medicine.

### Cleanliness and infection control

The practice now had a system for the routine management, testing and investigation of legionella (a germ found in the environment which can contaminate water systems in buildings) that included the Greenhithe Surgery.