

Cornerstone Surgery

Quality Report

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Bolton

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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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

This is a focused inspection of Cornerstone Surgery for two areas within the key question safe.

We found the practice to be good in providing safe services. Overall, the practice is rated as good.

The practice was previously inspected on 18 December 2014. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated good overall. However, within the key question safe, two areas were identified as requiring improvement, as the practice was not meeting the legislation at that time:

- Regulation 12 HSCA 2008 (Regulated Activities) Regulations 2010 Cleanliness and infection control.

- People who use services and others were not protected against the risks associated with poor infection control.
- Regulation 21 HSCA 2008 (Regulated Activities) Regulations 2010 Requirements relating to workers.
 - People who use services and others were not protected against the risks associated with poor recruitment procedures.

During the inspection on 01 November 2016 the practice showed us evidence which demonstrated they are now meeting the requirements of Regulation 12 and 21 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

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.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to the overview of safety systems and processes since the last inspection.

Evidence reviewed during the inspection included, cleaning schedules, infection control audits, fire risk assessments and a sample of personal files.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 18 December 2014. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-566503816>

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection 18 December 2014. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-566503816>

Good



Are services responsive to people's needs?

The practice is rated as good for providing responsive services.

This rating was given following the comprehensive inspection 18 December 2014. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-566503816>

Good



Are services well-led?

The practice is rated as good for being well-led.

This rating was given following the comprehensive inspection 18 December 2014. A copy of the full report following this inspection is available on our website

<http://www.cqc.org.uk/location/1-566503816>

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

The practice is rated as good for the care of older people.

This rating was given following the comprehensive inspection 18 December 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-562570350>

Good



People with long term conditions

The practice is rated as good for the care of people with long-term conditions.

This rating was given following the comprehensive inspection 18 December 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-562570350>

Good



Families, children and young people

The practice is rated as good for the care of families, children and young people.

This rating was given following the comprehensive inspection 18 December 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-562570350>

Good



Working age people (including those recently retired and students)

The practice is rated as good for the care of working-age people (including those recently retired and students).

This rating was given following the comprehensive inspection 18 December 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-562570350>

Good



People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable.

This rating was given following the comprehensive inspection 18 December 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-562570350>

Good



Summary of findings

People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia).

This rating was given following the comprehensive inspection 18 December 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-562570350>

Good



Summary of findings

What people who use the service say

As part of this focused inspection we did not speak to any people who use the service.

A comprehensive inspection was undertaken 18/12/2014.

A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-562570350>

Cornerstone Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Inspector reviewed and analysed the documentary evidence provided during the inspection and observed the environment.

Background to Cornerstone Surgery

Cornerstone Surgery provides primary medical services in Bolton from Monday to Friday.

The surgery is open Monday to Friday:

Monday 8:30am to 6:30pm

Tuesday 8.30am to 6:30pm

Wednesday 7:00am to 6:30pm

Thursday 8:30am to 7:30pm

Friday 8:30am to 6:30pm

Cornerstone Surgery is situated within the geographical area of Wigan Clinical Commissioning Group (CCG).

The practice has a Primary Medical Services (PMS) contract. The PMS contract is the contract between general practices and NHS England for delivering primary care services to local communities.

Cornerstone Surgery is responsible for providing care to 4300 patients.

The practice consists of five GPs, four of whom are female. The practice also has a part time nurse practitioner and two part time practice nurses. The practice is supported by a practice manager, administrators, receptionists and secretaries.

When the practice is closed patients are directed to the out of hours service by calling 01204 463999.

Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 18 December 2014. At this inspection, within the key question safe, infection control and staff recruitment were identified as 'requires improvement', as the practice was not meeting the legislation at that time; Regulation 12 HSCA 2008 (Regulated Activities) Regulations 2010 Cleanliness and infection control and Regulation 21 HSCA 2008 (Regulated Activities) Regulations 2010 Requirements relating to workers.

This inspection was a planned focused visit to check whether the provider had taken the required action and was now meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, now amended by the current legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

How we carried out this inspection

Following the inspection on 18 December 2014 the practice supplied an action plan with timescales telling us how they

Detailed findings

would ensure they met Regulation 12 HSCA 2008 (Regulated Activities) Regulations 2010 Cleanliness and infection control and Regulation 21 HSCA 2008 (Regulated Activities) Regulations 2010 Requirements relating to workers.

In line with their agreed timescale the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to infection control and staff recruitment.

A CQC inspector visited the practice, reviewed and analysed the documentary evidence provided and made an assessment of this against the regulations.

Are services safe?

Our findings

Overview of safety systems and processes

The practice was previously inspected on 18 December 2014. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated good overall. However, within the key question safe, two areas were identified as requiring improvement, as the practice was not meeting the legislation at that time:

- Regulation 12 HSCA 2008 (Regulated Activities) Regulations 2010 Cleanliness and infection control.
 - People who use services and others were not protected against the risks associated with poor infection control.
- Regulation 21 HSCA 2008 (Regulated Activities) Regulations 2010 Requirements relating to workers.
 - People who use services and others were not protected against the risks associated with poor recruitment procedures.

In line with agreed timescales the practice supplied a range of documentary evidence that demonstrated how they had improved in relation to the overview of safety systems and processes since the last inspection.

We saw evidence that showed the practice had procedures in place for monitoring and managing risks to patients and staff safety and appropriate staff recruitment checks were carried out for example:

- Cleaning schedules were in place and monitored
- Infection control audits were had been completed on a six monthly basis and daily monitoring was carried out
- A fire safety risk assessment had been conducted by an external agency and we noted the means of escape from the first floor met with legal requirements.

Pre-employment checks had been carried out in the two files we reviewed and a new recruitment and selection policy and procedure was in place.

Are services effective?

(for example, treatment is effective)

Our findings

Please note this is a focused follow up of safety systems and processes within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website
<http://www.cqc.org.uk/location/1-562570350>

Are services caring?

Our findings

Please note this is a focused follow up of safety systems and processes within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website
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Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Please note this is a focused follow up of safety systems and processes within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website
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Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

Our findings

Please note this is a focused follow up of safety systems and processes within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website
<http://www.cqc.org.uk/location/1-562570350>