

Purbeck Health Centre

Inspection report

Stantonbury
Milton Keynes
Buckinghamshire
MK14 6BL

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Date of inspection visit: 8 October 2020
Date of publication: 05/11/2020

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 inspection at Purbeck Health Centre on 17 September 2019. The overall rating for the practice was good with the practice rated as requires improvement for being safe.

From the inspection on 17 September 2019, the practice was told they must:

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

In addition, the practice were told they should:

- Improve maintenance of employment records for locum staff, ensuring consistencies in records kept, particularly for reference requests.
- Undertake an annual review of complaints and significant events, to identify trends and drive improvement.
- Complete all outstanding appraisals for staff.
- Continue to monitor the practice's performance, in particular the number of patients being excepted.
- Develop a formally documented strategic plan.
- Ensure all staff complete equality and diversity training.
- Appoint a Freedom to Speak Up Guardian.
- Ensure the practice's registration with the CQC is updated and accurately maintained. Ensure the regulated activity family planning services is added to the provider registration.

The full comprehensive report on the inspection carried out in September 2019 can be found by selecting the 'all reports' link for Purbeck Health Centre on our website at www.cqc.org.uk.

This inspection was a desk top follow up focused inspection undertaken on 8 October 2020 as part of our inspection programme to follow up on concerns identified at our previous inspection.

We based our judgement of the quality of care at this service on a combination of:

- documentation and information submitted by the provider.
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We have rated this practice as good overall and good for all population groups.

We found that:

- Improvements had been made to practice protocols and procedures to reduce previously identified risks, including those relating to health and safety and appropriate background checks for all staff undertaking chaperone duties.
- Evidence provided demonstrated improvements to the management of test results and hospital letters to ensure patients received timely support.
- The practice had developed a process of undertaking annual reviews for both complaints and significant events, to identify trends and drive improvement. Copies of the latest annual reviews were submitted by the practice as evidence.
- The practice had an annual record of staff appraisals which demonstrated all staff had received an appraisal last year.
- All staff had completed equality and diversity training.
- The practice had appointed a Freedom to Speak Up Guardian.
- Following our previous inspection in September 2019, the practice was informed of the need to update their registration with the CQC to ensure it was accurate. During this inspection, we found sufficient action had not been taken as the practice was still not registered for the regulated activity family planning services. The practice confirmed they had halted the provision of any affected services and submitted an application to correct their registration with the CQC on 12 October 2020.

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

- Maintain full employment records for locum staff, ensuring consistencies in records kept, particularly for reference requests.
- Continue to monitor the practice's performance, in particular the number of patients being excepted.
- Develop a formally documented strategic plan.
- Ensure the practice's registration with the CQC is updated and accurately maintained. Ensure the regulated activity family planning services is added to the provider registration.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Overall summary

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Good 
People with long-term conditions	Good 
Families, children and young people	Good 
Working age people (including those recently retired and students)	Good 
People whose circumstances may make them vulnerable	Good 
People experiencing poor mental health (including people with dementia)	Good 

Our inspection team

Our inspection was undertaken by a CQC lead inspector.

Background to Purbeck Health Centre

Purbeck Health Centre is located at Stantonbury, Milton Keynes, MK14 6BL. It is part of the NHS Milton Keynes Clinical Commissioning Group (CCG). The practice holds a General Medical Services (GMS) contract for providing services, which is a nationally agreed contract between general practices and NHS England for delivering general medical services to local communities.

The practice serves a population of approximately 6,950 patients. The practice population is largely white British, with 20% of the practice population being from Black and Minority Ethnicity backgrounds. 14% of the practice population are aged over 65 years and 23% are aged under 18 years.

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

The clinical team consists of two GP partners, two nurse practitioners, one practice nurse, a health care assistant and a phlebotomist. The team is supported by a practice

manager and a team of non-clinical, administrative staff. Members of the community midwife and health visiting team operate regular clinics from the practice location. The practice utilised GP locums to support the provision of services as needed.

The practice operates from a single-storey large purpose-built property. The premises are shared with community healthcare services, including health visitors and physio therapy services. There is a large car park outside the surgery, with disabled parking available.

Purbeck Health Centre is open from 8am to 6.30pm Monday to Friday. When the practice is closed out of hours services can be accessed via the NHS 111 service. Information about this is available in the practice and on the practice website and telephone line.

The practice provides surgical procedures, maternity and midwifery services, treatment of disease, disorder or injury and diagnostic and screening procedures as their regulated activities. At the time of our inspection, the practice had applied to add family planning services to their registration.