

Gladstone House Surgery

Quality Report

Gladstone Street, Ilkeston Derbyshire DE7 5QS

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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 an announced comprehensive inspection of Gladstone House Surgery on 11 August 2015. A breach of legal requirements was found, in that a risk assessment had not been completed to determine the risks of exposure to legionella. Overall the practice was rated as good with requires improvement for the safe domain.

After the comprehensive inspection, the practice wrote to us to say what action they had, and were taking to meet the legal requirement in relation to the breach.

We undertook a desk based review on 20 July 2016 to check that the provider had completed the required actions, and now met the legal requirement. We did not visit the practice as part of this inspection. This report 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 Gladstone House Surgery on our website at www.cqc.org.uk.

Our finding across the area we inspected was as follows:

The practice had taken appropriate action to meet the legal requirement.

Overall the practice is rated good including the safe domain.

An assessment had been undertaken to determine the risks of exposure to legionella, and an action plan and control measures were in place to eliminate and control the identified risks to ensure the services were safe.

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.

The provider had taken appropriate action to ensure the services are safe.

- Formal systems were in place to assess, eliminate and control risks associated with the exposure to legionella.
- A legionella risk assessment of Gladstone House Surgery was completed on 30 September 2016. The practice had put an action plan and control measures in place, to eliminate and control the risks identified in the assessment.
- The practice had introduced annual legionella training for all staff to ensure they were aware of the risks of exposure.

Good



Gladstone House Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector undertook the inspection.

Background to Gladstone House Surgery

Gladstone House Surgery is run by a partnership of four GPs, and provides primary medical services to 5,200 patients living in Ilkeston and the surrounding areas of Cotmanhay and Kirk Hallam.

The area has a high prevalence of chronic disease largely relating to the past coal mining industry, smoking and deprivation.

The practice is managed by a principal GP (male) with four part time GP's (female), which is equivalent to three full time working GPs. There are four practice nurses, a health care assistant, a practice manager, reception and administration staff.

The practice holds the Personal Medical Services (PMS) contract to deliver primary medical services. The practice is open from 8am to 6.30pm Monday to Friday. It does not currently provide extended surgery hours.

The practice has opted out of providing out-of-hours services to its own patients. Patients requiring a GP outside of normal working hours are advised to contact the GP out of hours service provided by Derbyshire Health United.

Why we carried out this inspection

We undertook a desk based review of Gladstone House Surgery on 20 July 2016. This was carried out to check that improvements had been made to meet a legal requirement, following our comprehensive inspection on 11 August 2015. We reviewed the practice against one of the five questions we ask about services: is the service safe.

How we carried out this inspection

We did not visit the practice as part of this review. We reviewed the information the practice sent us, which detailed the actions they had taken to meet the legal requirement in relation to Regulation 12: Cleanliness and Infection Control. We also spoke with the practice manager.

Are services safe?

Our findings

A comprehensive inspection on 11 August 2015 found that a risk assessment had not been completed to determine the risks of exposure to legionella. (Legionella is a term for a particular bacterium which can contaminate water systems in buildings). Overall the practice was rated as good with requires improvement for the safe domain.

Following the inspection, the practice wrote to us to say what action they had, and were taking to comply with the above issue. The changes would be completed by 1 April 2016.

This review found that the provider had taken appropriate action to ensure the services were safe. The practice was rated as good for the safe domain.

- Formal systems were in place to assess, eliminate and manage risks associated with the exposure to legionella.
- A legionella risk assessment of Gladstone House Surgery was completed on 30 September 2015. The practice had put an action plan and control measures in place, to eliminate and manage the risks identified in the assessment.

- The practice had introduced annual legionella training for all staff to ensure they were aware of the risks of exposure.

The comprehensive inspection on 11 August 2015 also found that the safeguarding procedures required strengthening to further protect patients from the risk of harm or abuse. This inspection found that:

- The systems had been strengthened to ensure that all children on the child protection register or at risk of harm, were clearly identified on the practice computer system and were reviewed. The practice continued to work closely with relevant professionals and held regular meetings to share information about vulnerable children and adults.
- The practice had put additional policies in place including an adult safeguarding policy, and a Looked After Child Policy providing guidance on care for children in homes. All staff had been made aware of these.