

Apex Medical Centre

Quality Report

1st Floor The Medical Centre
Gun Lane Surgery Strood Rochester Kent ME2 4UW
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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

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	4
Background to Apex Medical Centre	4
Why we carried out this inspection	4
How we carried out this inspection	4
Detailed findings	5

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Apex Medical Centre on 21 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 14 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 Apex Medical Centre on our website at 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 21 July 2015 the practice had been rated as requires improvement for providing safe services.

- The practice had been unable to demonstrate they were fully compliant with national guidance on infection control.
- Blank prescription forms were not always stored safely in accordance with national guidance.
- The practice had been unable to demonstrate they were able to respond to a medical emergency in line with national guidance.

At our focussed follow-up inspection on 14 April 2016, the practice provided records and information to demonstrate that the requirements had been met.

- The practice was able to demonstrate they were now following national guidance on infection control.
- The practice was able to demonstrate they were now handing blank prescription forms safely and in accordance with national guidance.
- The practice was able to demonstrate they were now able to respond to a medical emergency in line with national guidance.

Good



Apex Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Background to Apex Medical Centre

Apex Medical Centre is situated in Strood, Kent and has a registered patient population of approximately 6,700.

The practice staff consists of three GPs (two male and one female), one practice manager, one practice nurse (female), one healthcare assistant (female), two phlebotomists as well as administration and reception staff. There is a reception and a waiting area on the first floor. All patient areas are accessible by lift to patients with mobility issues as well as parents with children and babies.

The practice is not a training or teaching practice (teaching practices take medical students and training practices have GP trainees and Foundation Year Two junior doctors).

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

Primary medical services are provided Monday to Friday between the hours of 8.30am to 6.30pm. Extended hours surgeries are offered Tuesday and Wednesday 6.30pm to 8.10pm. Primary medical services are available to patients registered at Apex Medical Centre via an appointments

system. There are a range of clinics for all age groups as well as the availability of specialist nursing treatment and support. There are arrangements with other providers (MedOCC) to deliver services to patients outside of Apex Medical Centre's working hours.

Services are provided from Apex Medical Centre, 1st Floor, The Medical Centre, Gun Lane, Strood, Rochester, Kent, ME2 4UW, only.

Why we carried out this inspection

We undertook an announced focused inspection of Apex Medical Centre on 14 April 2016. This inspection was carried out to check that improvements had been made to meet the legal requirements planned by the practice, following our comprehensive inspection on 21 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 the practice manager, and reviewed information, documents and records kept at the practice.

Are services safe?

Our findings

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 Apex Medical Centre.

Staff told us that inventories of medicines and vaccines held were now being maintained and records confirmed this. The practice had introduced written guidance for staff on the storage of medicines and vaccines at Apex Medical Practice. For example, the protocol for the use and storage of emergency drugs (medicines) and equipment. Staff told us that they were now carrying out monthly checks of the expiry dates of medicines and vaccines held, and records confirmed this.

Cleanliness and infection control

A clinical member of staff had been appointed as the identified infection control lead.

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

Monitoring safety and responding to risk

A clerical member of staff had been appointed as the designated health and safety representative. Their name was displayed on a poster in the practice so that all staff were aware of to whom they should report any health and safety concerns.

Arrangements to deal with emergencies and major incidents

Medical oxygen was now available at the practice and records demonstrated this was checked by staff on a regular basis. The practice was able to demonstrate they were now able to respond to a medical emergency in line with national guidelines before the arrival of an ambulance.