

# Underwood Surgery

## Quality Report

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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

When we visited Underwood Surgery in January 2016 we found concerns, related to the safe delivery of services. The practice was rated as requires improvement for safe and good for effective, caring, responsive and well led. Overall the practice was rated as good.

We found that the practice required improvement for the provision of safe services because improvements were needed in the way the practice assessed, managed and mitigated the risks associated in relation to safeguarding and non-clinical staff performing chaperone duties.

Underwood Surgery sent us an action plan that set out the changes they would make to improve these areas.

We visited the practice to undertake a focused inspection on 2 August 2016 to ensure the practice had

made these changes and that the service was meeting regulations. At this inspection we rated the practice as good for providing safe services. The overall rating for the practice remains good. For this reason we have only rated the location for the key question to which this related. This report should be read in conjunction with the full inspection report of 14 January 2016.

Our key findings were:

- The practice had robust processes in place to identify and protect vulnerable adults and children who could be at risk.
- The practice had put in place procedures to ensure risks were mitigated in relation to non-clinical staff performing chaperone duties.

**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. Since our last inspection in January 2016 systems had been put in place to ensure safe patient care.

- The practice had a register of vulnerable adults and children
- Alerts were visible on the practice computer system to ensure all staff were aware of vulnerable adults and children
- Monthly meetings had been initiated and we saw evidence that patients on the register were discussed and their records updated within the meeting.
- Practice staff had been updated and were aware of their individual responsibilities in relation to safeguarding issues.
- The practices chaperone policy was in line with recommended guidelines.

**Good**



# Underwood Surgery

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

This focussed inspection was undertaken by a CQC inspector.

### Why we carried out this inspection

We carried out a comprehensive inspection on 14 January 2016 and published a report setting out our judgements. We asked the practice to send a report of the changes they

would make to comply with the regulations they were not meeting. We have followed up to make sure the necessary changes had been made and found the practice was meeting the fundamental standards included within this report. This report should be read in conjunction with the full inspection report.

### How we carried out this inspection

We reviewed information given to us by the practice, including the revised chaperones policies and revised procedures for identifying and protecting vulnerable adults and children.

# Are services safe?

## Our findings

### Safe track record and learning

When we visited the practice in January 2016 we found that some staff were undertaking chaperone duties (a chaperone is a person who acts as a safeguard and witness for a patient and health care professional during a medical examination or procedure) who had not received training or a Disclosure and Barring Service (DBS) check. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable). This was a breach of Regulation 12 HSCA (RA) regulations 2014: Safe care and treatment. The practice told us in their action plan that they would ensure all staff undertaking chaperone duties in future would have undergone training and a DBS check.

- At the inspection we saw the revised chaperone policy and evidence to confirm that chaperone duties were only being performed by staff that had received appropriate training and had received a DBS check.

We also found when we visited the practice in January 2016 that they did not have robust procedures and processes in place to identify and protect vulnerable adults and children who could be at risk. This was a breach of Regulation 13 HSCA (RA) regulations 2014:

Safeguarding service users from abuse and improper treatment. The practice told us in their action plan that they would create a vulnerable adults and vulnerable children's register and that these would be discussed at monthly meetings.

- At the inspection we saw that the practice had been proactive in ensuring processes and procedures relating to safeguarding were in line with best practice. We saw alerts on the practice's computer system for both adults and children. A link was also available within the patient's notes to local safeguarding policies and guidelines to further support staff in the management of vulnerable patients.
- We saw minutes of monthly multi-disciplinary team meetings, where vulnerable patients were discussed. Patient records were updated by GPs at these meetings
- The practice had improved processes and updated staff to ensure all were aware of their individual responsibilities relating to safeguarding issues.