

Swanwood Partnership

Inspection report

Applewood Surgery
Wickford Health Centre, Market Avenue
Wickford
Essex
SS12 0AG
Tel: 01268 735951

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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 location

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Swanwood Partnership on 11 March 2019 as part of our inspection programme.

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

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We previously carried out an announced comprehensive inspection on 16 March 2018. At that inspection the practice was rated requires improvement overall and for all their population groups. The practice was rated as requires improvement for providing safe and well-led services and rated as good for providing effective, caring and responsive services. The practice was issued a requirement notice in regulation 17, good governance, to ensure the systems and processes to assess, monitor and improve the quality of services were improved.

What we found at our inspection in March 2018:

- There was not an effective system to manage infection prevention and control.
- Not all risks at the premises were assessed and managed. It was unclear who had oversight and responsibility so risks were not effectively mitigated.
- Not all patient group directions (PGDs) had been correctly completed and one had been incorrectly used to authorise a healthcare assistant to administer the shingles vaccination.
- The systems for managing and storing emergency medicines and equipment required improvement.
- There was not an effective, coordinated plan to improve QOF achievement in relation to blood pressure checks for patients with diabetes and hypertension.
- The practice manager had not received an appraisal in the last year.
- Systems to manage healthcare waste did not mitigate risks to patients and others.

At this inspection, we have rated this practice as good overall and good for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

- Patients received effective care and treatment that met their needs.
- There was an effective system to manage infection prevention and control.
- All risks at the premises were assessed and managed. It was clear who had oversight and responsibility so risks were effectively mitigated.
- Patient group directions (PGDs) had been correctly completed and updated.
- The systems for managing and storing emergency medicines and equipment had improved.
- The practice had a plan to improve QOF achievement in relation to blood pressure checks for patients with diabetes and hypertension. Unverified data we reviewed showed the practice had improved the monitoring for patients with diabetes and hypertension.
- All staff had received an annual appraisal.
- Systems to manage healthcare waste mitigated risks to patients and others.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The practice had identified 150 patients as carers which amounted to 2.1% of their practice population.
- The practice received 31 CQC comment cards regarding the care and treatment they had provided patients, 29 of which were positive.
- The practice had reviewed and learned from significant events and complaints however we found the practice had not effectively disseminated the learning to all members of staff.
- The practice had a process for ensuring the security of blank prescriptions however we found that the practice had not considered all aspects of monitoring. Since the inspection the practice had amended their security policy to ensure blank prescriptions were secure at all times.

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

- Improve the dissemination of lessons learnt for significant events and complaints for all staff.
- Strengthen procedures to ensure effective prescription security.

Overall summary

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

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 team was led by a Care Quality Commission (CQC) lead inspector and included a GP specialist adviser.

Background to Swanwood Partnership

Swanwood Partnership, also known as Applewood Surgery provides GP services to patients living in Wickford, Essex. Details of the practice boundary can be found on the practice website . The practice has a General Medical Services (GMS) contract with the NHS.

- There are approximately 7,200 patients registered at the practice.
- The practice provides services from Swanwood Partnership, Applewood Surgery, Wickford Health Centre, Market Avenue, Wickford, Essex.
- The practice is registered to provide the following regulated activities: treatment of disease, disorder or injury; diagnostic and screening procedures; maternity and midwifery services; family planning and surgical procedures.
- The practice is registered with the Care Quality Commission as a partnership. The partnership consists of a male and a female GP. The GPs are supported by a female salaried GP and four locum GPs. The doctors are supported by a nurse prescriber, two practice nurses and a healthcare assistant. As a training

practice, there are two GP registrars working at the practice as well as two foundation doctors. There is a full-time practice manager as well as a number of reception and administration staff.

- The practice is open every weekday from 8.30am until 6.30pm. On a Wednesday evening it is open until 7.45pm.
- The practice has opted out of providing out-of-hours services to their own patients. Emergency medical attention between 6:30pm and 8am weekends and bank holidays is provided by contacting the NHS 111 service in the first instance.
- The practice has a higher number of patients aged over 65 years than the CCG and England average. There are fewer patients aged under 18 years.
- National data indicates that people living in the area are in the third least deprived decile of the deprivation scoring in comparison to England.
- The practice has a comprehensive website providing a wealth of information for patients to understand and access services, including useful links to specialist support services.