

# Grosvenor Place Surgery

## Quality Report

26 Grosvenor Place  
Bath  
BA1 6BA  
Tel: 01225484748  
Website: [www.grosvenoplacesurgery.co.uk](http://www.grosvenoplacesurgery.co.uk)

Date of inspection visit: A desk based review was carried out on 23 February 2017  
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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 at Grosvenor Place Surgery on 28 July 2016. The practice was rated as requires improvement for providing safe services. The overall rating for the practice was good. The full comprehensive report on the 28 July 2016 inspection can be found by selecting the 'all reports' link for Grosvenor Place Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was a desk-based review which was carried out on 23 February 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 28 July 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as good.

Our key findings were as follows:

- A fire risk assessment had been completed and a log of routine checks was being maintained.
- We saw evidence that water temperatures are being checked in line with their legionella risk assessment.
- Policies to maintain confidentiality of personal information had been implemented.
- The practice had improved the identification of carers. In July 2016 the practice had identified 0.7% of registered patients and this had increased to 2.4%. Reminders had also been added to the patient records of others, who may be appropriate for identification, to encourage clinicians to discuss with the patient. This meant that more patients were getting the appropriate care and support.
- Significant events were shared with the practice team providing opportunities for learning.

We have changed the rating for this practice to reflect these changes. The practice is now rated good for the provision of safe, effective, caring, responsive and well led services.

**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 inspection on 28 July 2016, we rated the practice as requires improvement for providing safe services. These arrangements had significantly improved when we undertook a desk based follow up inspection on 23 February 2017. The practice is now rated as good for providing safe services.

- Policies for protecting personal patient information to maintain confidentiality were in place. Staff had received training to ensure appropriate implementation of the policies.
- A legionella (Legionella is a term for a particular bacterium which can contaminate water systems in buildings) and fire risk assessments had been carried out and their recommendations actioned by the practice.
- We saw evidence of practice meetings minutes where significant event discussions had taken place and lessons learnt were documented and shared with the wider team to drive improvement.

Good



# Grosvenor Place Surgery

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

The desktop based review was conducted by a CQC inspector.

## Background to Grosvenor Place Surgery

Grosvenor Place Surgery is located close to the city centre of Bath with good transport links. The practice has a slightly higher than average patient population in the age groups 25 to 55 years and 65 to 70 years. The practice is part of the Bath and North East Somerset Clinical Commissioning Group and has approximately 3,000 registered patients. The area the practice serves has relatively low numbers of patients from different cultural backgrounds and is in the lowest range for deprivation nationally.

The practice is managed by two female GP partners and supported by one female salaried GP, as well as two practice nurses, a nurse who is seconded from the community team to provide one clinic a week and an administrative team led by the practice manager.

The practice is open between 8am and 6.30pm Monday to Friday. Telephone lines are open between 8am and 6pm and the doors are open from 8.30am to 6.30pm. Appointments are available from 9am to 12pm every morning and from 3pm to 6pm every afternoon. Extended surgery hours were offered on variable days on Monday to Thursdays from 6.30pm to 7.30pm. In addition to pre-bookable appointments that could be booked up to six weeks in advance, urgent appointments were also available for patients that needed them.

When the practice is closed patients are advised, via the practice website and an answerphone message, to ring the NHS on 111 for advice and guidance. Out of hours services are provided by Bath and North East Somerset Doctors urgent care (BDUC).

The practice has a Primary Medical Services contract to deliver health care services; the contract includes enhanced services such as minor surgery and childhood vaccines. This contract acts as the basis for arrangements between NHS England and providers of general medical services in England.

Grosvenor Place Surgery is registered to provide services from the following location:

26 Grosvenor Place, Bath, BA1 6BA

## Why we carried out this inspection

We carried out an announced comprehensive inspection at Grosvenor Place Surgery on 28 July 2016. The practice was rated as requires improvement for providing safe services with an overall rating for the practice was good. The full comprehensive report on the July 2016 inspection can be found by selecting the 'all reports' link for Grosvenor Place Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up desk based inspection of Grosvenor Place Surgery on 23 February 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

# Detailed findings

## How we carried out this inspection

We carried out a desk-based focused inspection of Grosvenor Place Surgery on 23 February 2017. This involved reviewing evidence that:

- A fire risk assessment had been undertaken and regular checks were being carried out.
- Water temperature checks were being carried out in line with the legionella risk assessment.

- Policies and procedures had been implemented relating to confidentiality of personal information.
- Identification of patients who are also carers had improved
- Lessons learnt from significant events were documented and shared widely enough to support improvement in quality of care and thorough analysis to identify themes.

We did not visit the practice again because they were able to demonstrate that they had taken action to address the breaches of regulation found during the inspection of 28 July 2016 without the need for a visit.

# Are services safe?

## Our findings

At our previous inspection on 28 July 2016, we rated the practice as requires improvement for providing safe services.

- Arrangements relating to assessing and managing risks associated with fire safety and legionella were not adequate.
- Processes for ensuring the protection of personal patient information to maintain confidentiality required improving.
- There was no evidence that lessons from reported significant events were shared widely enough to support improvement or that a thorough analysis to identify themes had taken place.

These arrangements had improved when we undertook a desk based follow up inspection on 23 February 2017. The practice is now rated as good for providing safe services.

### Safe track record and learning

- We saw evidence of practice meetings minutes where significant event discussions had taken place and lessons learnt were documented and shared with the wider team to drive improvement.

### Overview of safety systems and process

- Policies for protecting personal patient information to maintain confidentiality were in place. Staff had received training to ensure appropriate implementation of the policy.

### Monitoring risks to patients

- A legionella (Legionella is a term for a particular bacterium which can contaminate water systems in buildings) risk assessment had been carried out by an external company and their recommendations had been actioned. We also received evidence that water temperature were being tested in line with recommendations.
- A fire risk assessment had been undertaken and its recommendations had been actioned. We received evidence of the fire log which demonstrated that regular fire alarm and equipment testing checks were being carried out.