

Dr V C Tiguti & Partners

Inspection 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 location

Good 

Are services safe?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We previously carried out an announced, comprehensive of Dr V C Tiguti & Partners on 6 February 2015 and rated the practice as good overall and in all five key questions. We made three best practice recommendations:

- Introduce a system to check that GP prescription pads used for home visits are tracked through the practice.
- Ensure that they follow their own standard operating procedures in the receiving of and dispensing of controlled drugs.
- Introduce regular staff meetings to support and involve staff.

The full comprehensive report for the inspection in February 2015 can be found by selecting the 'all reports' link for Dr V C Tiguti & Partners on our website at .

We carried out an announced, focused inspection at Dr V C Tiguti & Partners on 18 December 2019 as part of our inspection programme. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions: safe, effective and well-led. Due to assurances we received from our review of information, we carried forward the ratings of good for the following key questions: caring and responsive from our previous inspection.

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 have rated this practice as good overall and in effective and well-led however, requires improvement in safe. We rated each population group as good.

We rated the practice as **requires improvement** in safe because:

- Used sharp's boxes had not been collected within three months after first use, even if not full.
- Risk assessments had not been completed to mitigate potential risks for the storage of prescription stationery in a printer at the branch practice.

- When the manufacture's maximum temperature range had been exceeded in fridges used to store vaccines, the practice had not followed the processes detailed in their cold chain policy to ensure that vaccines were safe to administer.
- When changes were made to procedures as a result of a significant event, the standard operating procedure for dispensing of medicines had not been updated.
- On the day of our inspection, systems to review trends in significant events over time were not in place. Following our inspection, the practice forwarded to us a newly implemented system whereby they would collectively record and review significant events over time.
- An overarching record of Medicines and Healthcare products Regulatory Agency (MHRA) alerts to track actions taken by the practice over time was not in place. Following our inspection, the practice forwarded to us a newly implemented system to monitor and track MHRA alerts.

We rated the practice as **good** in effective because:

- Patients received effective care and treatment that met their needs.
- Staff had the skills, knowledge and experience to carry out their roles.
- Staff were proactive in helping patients to live healthier lives. The practice had exceeded the 80% target for cervical cancer screening.
- The practice obtained consent to care and treatment in line with legislation and guidance.

We rated the practice as **good** in well-led because:

- Leaders demonstrated that they understood the challenges to quality and sustainability within the practice.
- A clear practice vision was not in place however, a strategy to provide high quality care was in place.
- Staff told us that there was an open, transparent and caring culture within the practice and that they felt supported by the management team to carry out their roles.
- There were systems in place for reviewing patient feedback however due to patient sickness the patient participation group was currently inactive.

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

Overall summary

- Ensure care and treatment is provided in a safe way to patients

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

- Embed into practice the newly implemented systems to review significant events over time and monitor and track MHRA alerts.

- Develop a clear practice vision in collaboration with staff, patients and external partners.

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. The team included a GP specialist advisor and a practice manager specialist advisor.

Background to Dr V C Tiguti & Partners

Dr V C Tiguti & Partners is located in North Staffordshire and provides services from their main practice at Old Road, Upper Tean, Stoke on Trent, Staffordshire, ST10 4EG and their branch practice at Blythe Bridge Health Centre, Uttoxeter Road, Blythe Bridge, ST11 9NT. We visited both of these locations during our inspection. The practices have good transport links and there is a dispensary at the main practice.

The provider is registered with the CQC to deliver the Regulated Activities; diagnostic & screening procedures, treatment of disease, disorder or injury, maternity and midwifery services, family planning and surgical procedures.

Dr V C Tiguti & Partners is situated within the North Staffordshire Clinical Commissioning Group (CCG) and provides services to approximately 6,108 patients under the terms of a General Medical Services (GMS) contract. A GMS contract is a contract between NHS England and general practices for delivering general medical services to the local community.

The practice employs two male GP partners and one female GP partner, one GP Registrar, four practice nurses, a health care support assistant, a practice manager and assistant practice manager, three dispensers and seven administrative staff covering a range of hours.

The practice area is one of low deprivation when compared with the national and local CCG area.

Demographically 16.5% of the practice population is under 18 years old which is lower than the national average of 20.7% and 27.8% are aged over 65 years which is higher than the national average of 17.3%. The general practice profile shows that the percentage of patients with a long-standing health condition is 56.3% which is comparable with the local CCG average of 55% and the national average of 51%. The National General Practice Profile describes the practice ethnicity as being 98.6% white British, 0.6% Asian, 0.2% black, 0.6% mixed and 0.1% other non-white ethnicities. Average life expectancy is 81 years for men and 84 years for women compared to the national average of 79 and 83 years respectively.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met.</p> <p>The registered persons had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment. In particular:</p> <ul style="list-style-type: none">• Used sharp's boxes had not been collected within three months after first use, even if not full.• When the manufacture's maximum temperature range had been exceeded in fridges used to store vaccines, the practice had not followed the processes detailed in their cold chain policy to ensure that vaccines were safe to administer.• A risk assessment had not been completed to mitigate potential risks for the storage of prescription stationery in a printer at the branch practice.• Changes made to procedures as a result of a significant event had not been reflected in the standard operating procedure for the dispensing of medicines.