

Central 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

Are services safe?

Good



Summary of findings

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Overall summary

We carried out an announced comprehensive inspection at Central Surgery on 1 November 2016. The full comprehensive report can be found by selecting the 'all reports' link for Central Surgery on our website at www.cqc.org.uk.

At our previous inspection on 1 November 2016 we rated the practice as 'good' overall but as 'requires improvement' for safety as we identified breaches of Regulations 12 (Safe care and treatment) of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

This inspection was a desk-based review carried out on 3 March 2017 to confirm that the provider had carried out their plan to meet the legal requirements in relation to the breaches. This report covers our findings in relation to that and additional improvements made since our last inspection. The findings of this inspection were that the provider had taken action to meet the requirements of the last inspection and the service is now rated as good for providing safe services. Our key findings were as follows:

- The practice had addressed the issues identified during the previous inspection.
- The systems in place for monitoring medicines in fridges had been improved to include regular audits

for checking and recording the temperature of the fridges. Policies and procedures had been reviewed with staff to ensure they were up to date in safe practices in maintaining safe temperatures and controlled storage of medications.

We also found that the provider had made a number of improvements where we had identified these. These included;

- The practice had reviewed the use of cleaning schedules in clinical areas which included a record and monitoring of the cleaning of medical equipment.
- The practice had reviewed the policies and procedures available for staff to ensure they were specific to the practice.

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Letter from the Chief Inspector of General Practice

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.

- Evidence was provided as part of this desk based review to show that required improvements had been implemented.
- The systems in place for monitoring equipment and medicines had been improved and included regular checks on cleaning schedules for equipment and in the auditing and checks of temperatures for fridges storing medications.
- Policies and procedures had been reviewed with staff to ensure they were up to date in safe practices in maintaining safe temperatures and controlled storage of medications.

Good



Central Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

This desk top review was undertaken by a CQC Inspector.

Background to Central Surgery

Central Surgery is registered with the Care Quality Commission to provide primary medical services. The practice provides GP services for approximately 6000 patients living in St Helens and is situated within a purpose built health and resource centre in the centre of St Helens.

The practice has two female GPs, one male GP, a practice nurse and healthcare assistants, administration and reception staff and a practice manager. It is a training practice and has GP trainees and nursing students working at the practice.

Central Surgery holds a General Medical Services (GMS) contract with NHS England.

The practice is open Monday to Friday 8am – 6.30pm. Doctors appointment times are as follows:

Each mornings, 8am to 11.15am. Monday afternoons 2pm to 6pm, Tuesday, Wednesday and Thursday 3pm to 6pm and Friday 2.30pm to 5.30pm. Patients can book appointments in person, via the telephone or online. The practice provides telephone consultations, pre-bookable consultations, urgent consultations and home visits. The practice treats patients of all ages and provides a range of primary medical services. The practice does not provide out of hours services. When the surgery is closed patients

are directed to the local out of hour's service (St Helens Rota) and NHS 111. Information regarding out of hours services was displayed on the website and in the practice information leaflet.

The practice is part of St Helens Clinical Commissioning Group (CCG) and is situated in a more deprived area. The practice population is made up of a more elderly population with 25% of the population aged over 65 years old and 18% of the population under 18 years old. Seventy two per cent of the patient population have a long standing health condition and life expectancy for both males and females is around the national average.

Why we carried out this inspection

We undertook a comprehensive inspection of Central Surgery, St Helens on 1 November 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall. The full comprehensive report following the inspection can be found by selecting the 'all reports' link for Central Surgery on our website at www.cqc.org.uk.

We undertook a desk-based follow-up inspection of Central Surgery 3 March 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. We reviewed the practice against one of the five questions we ask about services: is the service safe?

Detailed findings

How we carried out this inspection

We carried out a desk-based focused inspection of Central Surgery, St Helens on 3 March 2017. The inspection involved reviewing evidence that the provider submitted to us.

The practice was contacted and a request was made to submit updated evidence to show that the practice had completed the improvements identified during their comprehensive inspection. A range of information was discussed with the practice staff, submitted by the practice and reviewed by the CQC Inspector. This involved reviewing evidence that:

- They had provided up to date checks and audits on the systems in place for monitoring and cleaning of equipment and checking the temperatures and storage of temperature sensitive medicines in fridges.
- Policies and procedures had been reviewed and updated and shared with staff.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Are services safe?

Our findings

Monitoring risks to patients

The findings of this inspection were that the provider had taken action to meet the requirements of the last inspection and the service is now rated as good for providing safe services.

At our previous inspection on the 1 November 2016, we rated the practice as requires improvement for providing safe services as we identified breaches of Regulations 12 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Following the inspection, the practice submitted a detailed action plan to provide details of what they had done to show improvements and to confirm they were now compliant with the above regulations.

Overview of safety systems and process

- Action was taken by the practice to manage health and safety. The systems in place for monitoring the cleaning of equipment had been improved to include regular audits and checks in place throughout the practice.
- The practice had updated policies and procedures with staff to ensure updated actions were taken in the correct storage and monitoring of the temperatures of any medicines stored in the practice fridges.
- The fridge has been calibrated to ensure the safe and temperature controlled storage of all medicines stored.