

Castletown Medical Centre

Quality Report

6 The Broadway
Castletown
Sunderland
SR5 3EX

Tel: 0191 549 5113

Website: [www:castletownmedicalcentre.nhs.uk](http://www.castletownmedicalcentre.nhs.uk)

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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 focused inspection of this practice on 15 August 2016, to check compliance with requirement notices we had previously issued following our inspection on 5 January 2016. During our inspection on 5 January 2016, continuing breaches of legal requirements were found and we issued requirement notices.

The continuing breaches we identified when we carried out the inspection on 5 January 2016 were in relation to:

- Regulation 19 HSCA 2008 (Regulated Activities) Regulations 2014 Fit and proper persons employed.
- Regulation 12 HSCA 2008 (Regulated Activities) Regulations 2014 Care and treatment.

This report only covers our findings in relation to these requirements. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Castletown Medical Centre, on our website at www.cqc.org.uk.

Our key findings were as follows:

- The provider had taken action which demonstrated their intent to comply with the requirement notice we issued, regarding their failure to do what was reasonably practical to ensure that all GPs working in the practice had undergone suitable pre-employment checks.
- The provider had complied with the requirement notice we issued regarding their failure to provide a supply of oxygen for use in an emergency.

There were also areas of practice where the provider should make improvements:

- Carry out regular audits of the practice's infection control arrangements. The practice's infection control lead should complete additional training to help them carry out this role effectively.

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.

- Satisfactory recruitment procedures and systems were in place, to help ensure that all staff, including GP locums, were only employed after appropriate pre-employment checks had been carried out.
- A supply of oxygen was available at the practice, which ensured staff would be able to respond appropriately in the event of an emergency.
- A comprehensive infection control audit had not been completed, to help make sure the practice was complying with good practice infection control standards.

Good



Summary of findings

What people who use the service say

We did not speak to patients as part of this inspection.

Areas for improvement

Action the service **SHOULD** take to improve

- Carry out regular audits of the practice's infection control arrangements. The practice's infection control lead should complete additional training to help them carry out this role effectively.

Castletown Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Background to Castletown Medical Centre

Castletown Medical Centre provides care and treatment to 2,101 patients of all ages, based on a General Medical Services (GMS) contract. The practice is part of the NHS Sunderland clinical commissioning group (CCG) and provides care and treatment to patients living in the Castletown area of Sunderland and surrounding areas.

The practice serves an area where deprivation is higher than the England average. The practice population includes more patients who are under 18 years of age, and over 65 years of age, than the local CCG and England averages. The practice has a very low proportion of patients who were from ethnic minorities.

The Castletown Medical Centre is located in a building which has been adapted to serve as a GP practice and provides patients with fully accessible treatment and consultation rooms. The practice has one GP (male), a nurse practitioner (female), a practice manager, and a small team of administrative and reception staff. The practice is not a training or teaching practice.

The practice is open:

Monday, Tuesday and Friday between 8:30am and 6pm.

Wednesday between 7:30am and 8am and 8:30am and 6pm.

Friday between 8:30am and 3:30pm.

GP appointment times are as follows:

Monday, Tuesday and Friday: 9am to 11am and 4pm to 5:30pm.

Wednesday: 7:30am to 8am, 9am to 11am and 4pm to 5:30pm.

Thursday: 9am to 11am.

Additional appointments are provided each day to take account of patients requesting urgent same day access.

During this time, patients are able to access both GP and nurse appointments. The practice takes part in a local extended hours programme, which means their patients are able to access GP care each evening, from 6pm to 8pm, at a nearby health care centre.

When the practice is closed patients can access out-of-hours care via the Northern Doctors Urgent Care Limited On-Call service, and the NHS 111 service.

Why we carried out this inspection

We undertook this announced focused follow up inspection of Castletown Medical Centre on 15 August 2016. This inspection was carried out to check whether the provider had taken the action they said they would take to address shortfalls in relation to legal requirements, which had been identified during our inspection on 5 January 2016. We inspected the practice against one of the five questions we ask about services: is the service safe. This is because the service was not meeting legal requirements relating to safety at the time of the previous inspection.

Detailed findings

How we carried out this inspection

Before visiting, we reviewed a range of information that we hold about the practice and asked other organisations to share what they knew. We carried out an announced visit on 15 August 2016. During our visit we:

- Spoke with the practice manager.
- Reviewed a sample of the records kept by staff.
- Looked at some of the equipment kept at the practice.

Are services safe?

Our findings

When we last inspected the practice, in January 2016, we identified that some aspects of the practice's recruitment procedures, as well as the arrangements for responding to an emergency, were not satisfactory. In particular, we found that:

- The provider had not undertaken the recommended pre-employment checks in order to assure that all clinical staff were "fit and proper" persons as defined in the regulations.
- Staff did not have access to a supply of oxygen, for use in the event of an emergency.

During our inspection on 15 August 2016, we found that:

- No new staff had been recruited, and no locum GP staff had been employed, since the publication of our last inspection report. However, the practice manager had prepared a detailed checklist and procedure which set out the recruitment checks that would be carried out,

should the practice need to employ a GP locum or recruit new staff. The practice manager was clear about what checks needed to be carried out and why. As they had established a sound procedure, and list of checks that would be undertaken in the event of new staff being recruited, the practice was able to demonstrate that they would only employ "fit and proper persons". We judged therefore that the provider had complied with the requirement notice we set.

- Staff now had access to a supply of oxygen for use in the event of an emergency. There was a full cylinder of oxygen available on site, and it was evident that the practice nurse carried out fortnightly checks to make ensure it was being appropriately maintained. Staff told us that, although the oxygen pack delivered to the practice included an adult's face mask, a mask for children had not been included. The practice manager said they would follow this up with the company that had supplied the oxygen pack. A children's mask for use with a nebuliser was available.