

Prospect Medical Practice

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

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 of this practice on 6 October 2015. A breach of legal requirements was found. Patients were not protected against the risks associated with either having appropriate checks or a risk assessment on staff who undertook chaperone duties.

The provider did not have appropriate arrangements in place to ensure that staff that undertake chaperone duties had received a disclosure and barring check (DBS) or had a written risk assessment completed.

We undertook this focused follow up inspection to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for on our website at www.cqc.org.uk.

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?

We found that improvements had been made following our previous inspection. Risk assessments for non-clinical members of staff undertaking chaperone duties had been implemented. Additionally, checks with the Disclosure and Barring Service (DBS) had been undertaken for non-clinical members of staff that undertook chaperone duties.

Good



Prospect Medical Practice

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector.

Why we carried out this inspection

We carried out a comprehensive inspection of this service under Section 60 of the Health and Social Care Act 2008 on 6 October 2015, as part of our regulatory functions. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014. A breach of legal

requirements was found. Patients were not protected against the risks associated with either having appropriate checks or a risk assessment on staff who undertook chaperone duties. This was in breach of Regulation 12(1) (2) (b) of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. As a result we undertook a focused inspection on 27 January 2016 to follow up on whether action had been taken to deal with the breach.

How we carried out this inspection

As part of our inspection, we reviewed information we had received from the service. We carried out a review on 27 January 2016. For our review we reviewed documentation provided to us by the practice and communicated with the practice manager.

Are services safe?

Our findings

The practice had made improvements following our findings at inspection on 6 October 2015.

The practice had systems and processes in place to help keep people safe, which included:

- A notice displayed in the waiting room advising patients that nurses or staff would act as chaperones if required.
- All staff who acted as chaperones had received training for the role.
- The non-clinical staff had received a disclosure and barring check after our last inspection (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable). The practice policy stated that non-clinical staff were not left alone with the patient.