

South Ashford Medics

Quality Report

St Stephen Health Centre
St Stephen Walk
Ashford
Kent

TN23 5AQ

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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 South Ashford Medics on 20 August 2015. The practice was found to require improvement in the provision of safe services.

We undertook this desk based follow up inspection on 2 November 2016 to confirm that the practice had improved. We reviewed written and photographic

information sent to us by the practice that told us how the areas where improvement was required identified during the comprehensive inspection had been addressed. This report should be read in conjunction with the full inspection report dated 20 August 2015. A copy of the last inspection report can be found on our website 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?

At our previous comprehensive inspection on 20 August 2015 the practice had been rated as requires improvement for the provision of safe services because:

- Following an incident where the temperature of the vaccines refrigerator had exceeded the safe range, the practice had undertaken a significant event investigation. However, the significant event record did not identify the actions taken by staff to deal with the vaccines that may have been exposed to higher temperatures.
- All electrical equipment was checked to ensure it was safe to use and clinical equipment was checked to ensure it was working properly. However the practice had been unable to demonstrate there was a plan to ensure that all emergency equipment was checked regularly.
- Staff demonstrated they understood their responsibilities and the majority of staff had received training relevant to their role. However, records showed that the health care assistant and some of the administration staff had not undertaken safeguarding training, although this had been identified and the training was planned.

For our desk based follow-up inspection on 2 November 2016, the practice provided records and information to demonstrate that the improvements had been made.

- The practice confirmed that the vaccines that may have been exposed to higher temperatures had been destroyed.
- The practice had updated processes and procedures for routinely checking fridge temperatures.
- The practice had procedures to regularly check emergency equipment and was able to demonstrate that equipment was routinely checked.
- Records showed that administrative staff and the health care assistant had received and completed safeguarding training and that there was a systematic approach to recording and monitoring when safeguarding training needed updating.

Good



South Ashford Medics

Detailed findings

Our inspection team

Our inspection team was led by:

The desk based inspection was completed by a CQC Assistant Inspector.

Background to South Ashford Medics

South Ashford Medics provides medical care from 8am to 6.30pm each week day and offers later / evening appointments until 8.30pm on alternative Tuesday and Thursday evenings. The practice is situated in the town of Ashford, Kent and provides a service to approximately 8,500 patients in the locality.

Routine health care and clinical services are offered at the practice, led and provided by the GPs and nursing team. The practice has significantly more patients registered under the age of 65 than the local and national averages. There are far fewer patients registered over the age of 65 when compared to the local and national averages. The number of patients recognised as suffering deprivation for this practice, including income deprivation affecting children, is higher than the national average and significantly higher than the local average for the clinical commissioning group (CCG) area.

The practice has three male GP partners, supported by one long-term female GP locum, as well as two part-time female practice nurses and a female health care assistant. There are a number of reception, secretarial and administration staff, as well as a practice manager.

The practice does not provide out of hours services to its patients and there are arrangements with another provider

to deliver services to patients when the practice is closed. The practice has an alternative provider medical services (APMS) contract with NHS England for delivering primary care services to local communities.

Services are delivered from:

St Stephen Health Centre

St Stephen Walk

Ashford

Kent

TN23 5AQ

Why we carried out this inspection

We undertook a desk based inspection of South Ashford Medics on 2 November 2016. This inspection was carried out to check that improvements planned by the practice had been made, following our comprehensive inspection on 20 August 2015. We inspected this practice against one of the five questions we ask about services; is the service safe? This is because the service was not meeting some of the requirements in relation to this question.

How we carried out this inspection

Before carrying out the desk based inspection, we reviewed written information sent to us by the practice that told us how the improvements needed identified during the comprehensive inspection had been addressed. For example, the practice sent us a copy of the safeguarding training log, the equipment check chart and the equipment maintenance contract.

Are services safe?

Our findings

Overview of safety systems and processes

- The practice provided written evidence which confirmed that vaccines that may have been exposed to higher temperatures had been appropriately destroyed.
- A copy of the significant event log demonstrated that procedures for checking fridge temperatures had been updated. For example, clear instructions on how to read and report the fridge temperature had been put onto each fridge door that showed the minimum and maximum temperature, which were in line with national guidelines.
- The practice was able to demonstrate that administrative staff and the health care assistant had undertaken safeguarding training. Additionally, a

systematic approach to recording and monitoring when safeguarding training needed updating had been implemented. For example, the practices' safeguarding training log showed the date training was undertaken and highlighted staff that were soon due further training.

Arrangements to deal with emergencies and major incidents

- The practice was able to demonstrate that it had procedures to regularly check emergency equipment. We reviewed the updated emergency equipment chart, such records showed that emergency equipment had been regularly checked and recorded.
- Records confirmed there was now a contract with a service company, in order to provide annual servicing of emergency equipment.