

Rectory Meadow Surgery

Quality Report

School Lane
Amersham
Buckinghamshire
HP7 0HG
Tel: 01494 727711
Website: www.rectorymeadowsurgery.co.uk

Date of inspection visit: We have not revisited Rectory Meadow Surgery as part of this review because they were able to demonstrate that they were meeting the standards without the need for a visit.
Date of publication: 11/02/2016

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

Contents

Summary of this inspection

Overall summary	2
The five questions we ask and what we found	3

Detailed findings from this inspection

Why we carried out this inspection	4
How we carried out this inspection	4
Detailed findings	5

Overall summary

Letter from the Chief Inspector of General Practice

In April 2015 we found concerns related to the recruitment of staff during a comprehensive inspection of Rectory Meadow Surgery. Following the inspection the provider sent us an action plan detailing how they would improve recruitment and undertake necessary staff checks. We carried out a desktop review of Rectory Meadow Surgery on 4 December 2015 to ensure these changes had been implemented and that the service was meeting regulations. Our previous inspection in April 2015 had found a breach of regulations relating to the safe delivery of services. The ratings for the practice have been updated to reflect our findings.

We found the practice had made improvements since our last inspection on 29 April 2015 and they were meeting the regulation relating to the recruitment of staff that had

previously been breached. The practice had also taken full heed of our report with regards to accurate information, training and subsequent action to take in the event of needle stick injury.

Specifically the practice was:

- Operating safe systems in relation to the recruitment of staff.
- Providing up-to-date information and training for needle stick injuries which was supported by a revised needle stick injury procedure.

We have changed the rating for this practice to reflect these changes. The practice is now rated good for the provision of safe, effective, caring, responsive and well led services.

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 provider was providing safe services.

Since our last inspection in April 2015 systems had been put in place to ensure staff were fit to work with patients.

Recruitment procedures and staff checks were carried out to ensure that staff were suitable to work with patients. A recruitment policy had been implemented to ensure that requirements related to the employment of staff were followed.

At our last inspection in April 2015 we found the provider was not undertaking all staff checks required when recruiting employees. In November 2015 we were sent evidence which showed recruitment procedures and staff checks were carried out to ensure that staff were safe and appropriately registered with the correct professional bodies to undertake the post they have applied for.

A recruitment policy had been implemented to ensure that requirements related to the employment of staff were followed.

Good



Rectory Meadow Surgery

Detailed findings

Why we carried out this inspection

We carried out a comprehensive inspection on 29 April 2015 and published a report setting out our judgements. We asked the provider to send a report of the changes they would make to comply with the regulation they were not meeting. We have followed up to make sure the necessary changes have been made and found the provider is now meeting the fundamental standards included within this report.

This report should be read in conjunction with the full inspection report. We have not revisited the Rectory Meadow Surgery as part of this review because the practice was able to demonstrate compliance without the need for an inspection.

How we carried out this inspection

We reviewed information given to us by the practice, including records of staff training, recruitment checks and a recruitment policy.

Are services safe?

Our findings

Staffing and recruitment

When we visited on 29 April 2015 we looked at personnel files of staff who had been appointed since April 2013 and the practice's recruitment policy which had recently been reviewed. We reviewed a sample of recruitment files and found recruitment checks were in place and gaps in employment history had been accounted for. We also saw newly appointed members of staff had a Disclosure and Barring Service (DBS) check. However, not all nurses had a DBS check. Nurses work alone with patients and therefore should have criminal record checks undertaken.

We also saw the practice had not checked all GPs' current registration with the General Medical Council.

The provider's recruitment process did not require this information as a pre-employment check. This meant all the requirements relating to workers set out in regulations were not in place.

Following the last inspection we received an action plan from the provider informing us of the action they had taken. The practice confirmed that they had taken appropriate action to ensure that all staff were subject to suitable checks prior to commencing employment and these checks had been undertaken for all staff.

On 23 November 2015 the provider sent us evidence of a revised recruitment policy and confirmation of DBS checks

for all the nurses' and GMC registration details for all GPs who work at the practice. The practice had maintained records of these recruitment checks that they had undertaken.

This action had ensured that patients received care and treatment and support from suitably qualified staff who had been subject to appropriate recruitment checks by the provider, including a Disclosure and Barring Service check.

The provider was now ensuring that requirements relating to recruitment of staff were now being met.

Infection control

When we visited on 29 April 2015 we saw a policy for needle stick injuries and staff knew what to do if this occurred. Needle stick injuries are wounds caused by needles that accidentally puncture the skin. Needle stick injuries are a hazard for people who work with hypodermic syringes and other needle equipment. These injuries can occur at any time when people use, disassemble, or dispose of needles.

However the practice policy for needle stick injuries did not reflect the required immediate action following such an injury. On 23 November 2015 the provider sent us evidence of a revised needle stick injury policy which included contact details of Occupational Health & Wellbeing Department at Bucks Hospitals Trust for immediate action following an injury.