

Bentham Road Health Centre

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 at Bentham Road Health Centre on 13 October 2016. The overall rating for the practice was good, although the practice was rated as requires improvement for safety.

The full comprehensive report on the October 2016 inspection can be found by selecting the 'all reports' link for Bentham Road Health Centre on our website at www.cqc.org.uk.

This inspection was an announced desk based inspection carried out on 31 May 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulation that we identified in our previous inspection on 13 October 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

The practice is now rated as good for safe services, and overall the practice is rated as good.

Our key findings were as follows:

- Portable electrical appliances were tested to ensure they were in good working order and safe to use.

- Infection prevention and control audits were being carried out on a six-monthly basis.
- An assessment of the fixed electrical appliances had been conducted.
- A Legionella risk assessment had been carried out and there was evidence to demonstrate that water outlets were tested on a regular basis.
- Patient specific directions (PSD) for the healthcare assistant to administer vaccinations were signed by the prescriber before the treatment was administered.
- There were systems in place to monitor the stock of single use items to ensure they were within their expiry date and safe for use.
- Systems were in place to disseminate patient safety alerts and manage significant events.
- The practice business continuity plan was shared with staff so that they were aware of individual roles and responsibilities in the event of the plan being implemented.

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.

The practice had taken action to address the concerns raised during our previous inspection in October 2016.

The practice submitted evidence to demonstrate the required fixed electrical appliance and portable appliance testing had been carried out.

A legionella risk assessment had been carried out by the practice and water outlets were regularly flushed to reduce the risk of contamination. Legionella is the term for a particular bacterium which can contaminate water systems in buildings.

The business continuity plan had been discussed with all staff to ensure they were aware of the emergency procedures.

There were systems in place to monitor the expiry dates of single use items to ensure they were in date and safe to use.

Patient specific directions (PSD) were in place for the healthcare assistant to administer vaccines. These were now signed by the prescriber before the vaccines were administered.

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

The provider had resolved the concerns for safety identified at our inspection on 13 October 2016 which applied to everyone using this practice, including this population group. The population group ratings at the inspection in October 2016 were good and there has been no change to this rating as a result of this desktop inspection.

The full comprehensive report on the October 2016 inspection can be found by selecting the 'all reports' link for Bentham Road Health Centre on our website at www.cqc.org.uk.

Good



People with long term conditions

The provider had resolved the concerns for safety identified at our inspection on 13 October 2016 which applied to everyone using this practice, including this population group. The population group ratings at the inspection in October 2016 were good and there has been no change to this rating as a result of this desktop inspection.

The full comprehensive report on the October 2016 inspection can be found by selecting the 'all reports' link for Bentham Road Health Centre on our website at www.cqc.org.uk.

Good



Families, children and young people

The provider had resolved the concerns for safety identified at our inspection on 13 October 2016 which applied to everyone using this practice, including this population group. The population group ratings at the inspection in October 2016 were good and there has been no change to this rating as a result of this desktop inspection.

The full comprehensive report on the October 2016 inspection can be found by selecting the 'all reports' link for Bentham Road Health Centre on our website at www.cqc.org.uk.

Good



Working age people (including those recently retired and students)

The provider had resolved the concerns for safety identified at our inspection on 13 October 2016 which applied to everyone using this practice, including this population group. The population group ratings at the inspection in October 2016 were good and there has been no change to this rating as a result of this desktop inspection.

The full comprehensive report on the October 2016 inspection can be found by selecting the 'all reports' link for Bentham Road Health Centre on our website at www.cqc.org.uk.

Good



Summary of findings

People whose circumstances may make them vulnerable

The provider had resolved the concerns for safety identified at our inspection on 13 October 2016 which applied to everyone using this practice, including this population group. The population group ratings at the inspection in October 2016 were good and there has been no change to this rating as a result of this desktop inspection.

The full comprehensive report on the October 2016 inspection can be found by selecting the 'all reports' link for Bentham Road Health Centre on our website at www.cqc.org.uk.

Good



People experiencing poor mental health (including people with dementia)

The provider had resolved the concerns for safety identified at our inspection on 13 October 2016 which applied to everyone using this practice, including this population group. The population group ratings at the inspection in October 2016 were good and there has been no change to this rating as a result of this desktop inspection.

The full comprehensive report on the October 2016 inspection can be found by selecting the 'all reports' link for Bentham Road Health Centre on our website at www.cqc.org.uk.

Good



Bentham Road Health Centre

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector reviewed and analysed the documentation submitted to us by the practice.

Background to Bentham Road Health Centre

Bentham Road Health Centre is based in the Mill Hill area of Blackburn. Bentham Road Health Centre provides general medical services and minor surgical services for people of all ages from a purpose built building. The practice is part of the Cornerstone Healthcare Group and has a Christian foundation. The practice is a teaching practice for GPs in training and medical students.

The practice is part of the NHS Blackburn with Darwen Clinical Commissioning Group (CCG) and provides services to approximately 5000 patients under an Alternative Provider Medical Services (APMS) contract with NHS England.

The average life expectancy of the practice population is comparable to the local average and slightly below the national average (81 years for females, compared to the local average of 80 and national average of 83 years, 76 years for males, compared to the local average of 76 and national average of 79 years).

The age distribution of the total practice's patient population is broadly in line with local and national averages although it is noted there is a higher percentage of female patients under the age of 34 years and male patients under the age of 14 years when compared to the national average. The practice caters for a higher

percentage of patients who experience a long standing health condition (69%, compared to the local average of 56% and national average of 54%). The practice percentage (62%) of its population with a working status of being in paid work or in full-time education is above the CCG average (57%) and the same as the England average (62%). The practice has a lower percentage (2%) of its population with an unemployed status when compared to the CCG average (7%) and England average (5%).

Information published by Public Health England rates the level of deprivation within the practice population group as two on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice is staffed by two GPs that are partners within the wider Cornerstone Healthcare Group (one male and one female) and one long-term locum GP (male). In addition the practice employs two practice nurses and one healthcare assistant. Clinical staff are supported by a practice manager, a site manager and a team of administration and reception staff.

The practice is open between 8am - 6.30pm Monday, Thursday and Friday, between 8am - 8pm Tuesday and Wednesday and between 8.30am - 12.30pm Saturday. The practice is part of a federation of GP practices and patients are also able to attend appointments at a number of local health centres as part of this arrangement.

Outside normal surgery hours, patients are advised to contact the out of hours service by dialling NHS 111, offered locally by the provider East Lancashire Medical Services.

Detailed findings

Why we carried out this inspection

We undertook a comprehensive inspection of Bentham Road Health Centre on 13 October 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement. The full comprehensive report following the inspection on Month Year can be found by selecting the 'all reports' link for Bentham Road Health Centre on our website at www.cqc.org.uk.

We undertook a follow up desk-based focused inspection of Bentham Road Health Centre on 31 May 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.

How we carried out this inspection

We carried out a desk-based focused inspection of Bentham Road Health Centre on 31 May 2017. This involved reviewing evidence that:

- The practice had identified risks and implemented adequate controls associated with infection prevention and control.
- Had appropriately authorised patient specific directions (PSD) before associated activity was completed.
- Comprehensive electrical safety test had been completed. Legionella testing had been conducted on water systems. The system in place to monitor expiry dates of single use items had been reviewed and daily checks were taking place. Systems were in place to disseminate patient safety alerts and manage significant events.
- The practice business continuity plan was shared with staff so that they were aware of individual roles and responsibilities.

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

At our previous inspection on 13 October 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of cleanliness and infection control and monitoring safety required improvement.

These arrangements had significantly improved when we undertook a follow up inspection on 31 May 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and process

At the previous inspection we found that a general audit of the building had been conducted in November 2015.

However, regular infection prevention and control audits had not been carried out. The practice submitted evidence to demonstrate these audits were now taking place on a six-monthly basis with the most recent being conducted in February 2017. Following the audit an action plan was produced and where improvements were needed the plan was sent to the site manager and NHS Properties for action.

At our last inspection we found the practice did not have an effective system in place to monitor the dates of single use clinical items. At this inspection we found the healthcare assistant had been given the task of checking these items and ensuring they were within date and safe to use. Short dated items were used first to minimise the risk of waste. The most recent stock check was carried out in April 2017.

At the previous inspection we found that patient specific directions were not being authorised by the prescriber until after the procedure was carried out. The practice submitted evidence to demonstrate that immunisations with the healthcare assistant (HCA) were now advanced bookings for GP review and sign off prior to administration of the vaccine.

At the previous inspection we found some of the staff were unaware of the business continuity plan. At this inspection the practice was able to demonstrate how the business continuity plan was shared with all staff to ensure they were aware of individual roles and responsibilities should the plan be implemented.

Monitoring risks to patients

At the last inspection we found that some electrical items were overdue a safety check. At this inspection we found that all equipment in had been tested and calibrated in February 2017 to ensure it was safe to use. In addition an assessment of the fixed electrical circuits was carried out in December 2016.

At our last inspection we found that although water outlets were being tested the legionella check was overdue. At this inspection we found that the water system had been tested on 15 November 2016 for the presence of legionella and this had a clear result.