

The Alma Partnership

Quality Report

Alma Medical centre
31 Alma Road
Winton
Bournemouth
Dorset
BH9 1BP

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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 inspection of The Alma Partnership on the 7 September 2016. This review was performed to check on the progress of actions taken following an inspection we made on 22 September 2015. Following that inspection the provider sent us an action plan which detailed the steps they would take to meet their breaches of regulation. During our latest inspection on 7 September 2016 we found the provider had made the necessary improvements.

This report covers our findings in relation to the requirements and should be read in conjunction with the report published on 28 January 2016. This can be done by selecting the 'all reports' link for The Alma Partnership on our website at www.cqc.org.uk

Our key findings at this inspection were as follows:

- The practice ensured the health and safety of patients by improving the arrangements for managing infection control.
- Patient safety had been improved by ensuring all equipment was tested and calibrated.
- Improvements to fire safety information and checks had ensured patient safety.

Patient safety had been improved by ensuring emergency medicines were available to all staff when undertaking a home visit.
- Patient confidentiality had improved by ensuring all computer SMART cards were stored securely at all times.

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.

At our previous inspection in September 2015 we rated the practice as requires improvement for providing safe services. We found that although risks to patients who used services were assessed, the systems and processes to address these risks were not implemented well enough to ensure patients were kept safe. Areas of concern included, appropriate management of infection control, risks associated with fire, and emergency medicines.

At our follow-up review on 7 September 2016 we looked at areas the practice needed to respond to. Records and information reviewed demonstrated improvements had been made.

Good



Summary of findings

What people who use the service say

We did not speak with patients on this visit

The Alma Partnership

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection was undertaken by a CQC Inspector.

Background to The Alma Partnership

We inspected the practice in September 2015 and found improvements were needed in the area of safety. The provider sent us an action plan which detailed the steps they would take to meet the breach in regulation. During our latest inspection on 7 September 2016 we found the provider had made the required improvements.

The Alma Partnership provides care and treatment to approximately 9000 patients and is situated in a residential area of Bournemouth. The practice has four GP partners, one salaried GP and two GP registrars. The practice employs four nurses, a practice manager, deputy practice manager,

administration and reception staff. Three GPs are female and two are male. The practice has nine consulting rooms and three treatment rooms. The building is also used by a chiropody service, family planning service and a psychosexual health service.

The practice is open between 8am and 12.30pm and between 2pm and 5.30pm Monday to Friday. Extended hours surgeries are offered on Wednesdays from 7.15am and until 7.30pm on Mondays and Tuesdays. The practice has a duty doctor who covers appointments between 12.30pm and 2pm to meet urgent needs.

Out of hours care is provided by South West Ambulance Service and can be accessed using 111. The practice has a Personal Medical Services contract. The practice operates from one location, 31 Alma Road, Winton, Bournemouth, Dorset, BH9 1BP.

Why we carried out this inspection

We carried out this inspection at The Alma Partnership on 7 September 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, and to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014. We visited the practice and reviewed documentation to check on the progress of actions taken following the comprehensive inspection we completed on 22 September 2015.

We inspected the practice, in part, against one of the five questions we ask about services, is the service safe. This is because the service had previously not met some regulatory requirements. At our previous inspection in September 2015 the effective, caring responsive and well led domains were rated as good. Therefore, these domains were not re-inspected at this inspection. As all five domains were not inspected we were not able to rate the population groups at this visit.

Are services safe?

Our findings

The practice is rated as good for providing safe services.

At our previous inspection in September 2015 we rated the practice as requires improvement for providing safe services. We found that although risks to patients who used services were assessed, the systems and processes to address these risks were not implemented well enough to ensure patients were kept safe. Areas of concern included, appropriate management of infection control, risks associated with fire, and emergency medicines.

At our follow-up review on 7 September 2016 we looked at areas the practice needed to respond to. Records and information reviewed demonstrated improvements had been made.

Infection control was managed well with all clinical staff having had training and further update training was planned for the end of September. A hand washing audit

had been completed and hand washing training was also carried out. An infection control audit was completed in August 2016. We saw documentation which showed that actions had been taken as a result of this audit. For example wall mounted glove holders were to be purchased.

We saw documentation that showed all equipment had been checked and calibrated in August 2016. Fire checks were up to date and complete, including routine checks of the emergency lighting.

Emergency medicines were kept in 'grab bags' so they were easily and accessible to GPs when undertaking a home visit. We saw the medicines they contained were checked weekly and any used were replenished on the same day.

We saw that staffs' computer SMART cards were securely scored at all time and were not left insitu' when the computer was unattended.