

Stoneham Lane Surgery

Quality Report

Parkville Road
Southampton
Hampshire
SO162JA

Tel: 02380 555776

Website: www.stonehamlanesurgery.nhs.uk

Date of inspection visit: 25 May 2017

Date of publication: 26/06/2017

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

Our inspection team	4
Background to Stoneham Lane Surgery	4
Why we carried out this inspection	4
How we carried out this inspection	4
Detailed findings	6

Overall summary

Letter from the Chief Inspector of General Practice

We carried out a focused inspection of Stoneham Lane Surgery on 25 May 2017 to check that action had been taken since our previous inspection in September 2016. Overall the practice is rated as good.

At our previous inspection, the practice was rated good for Effective, Caring, Responsive and Well Led services and was rated as good overall. However, the practice was rated as requires improvement in the Safe domain due to breaches of regulations relating to the safe delivery of services.

This was because:

- An effective system was not in place to review and action fridge temperatures that exceeded recommended levels for the safe storage of vaccines.
- Patient group directions were not signed by an authorising clinician.
- Vaccines were administered by health care assistants without the correct legal authority.

We inspected the practice on 25 May 2017 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 of Stoneham Lane Surgery on our website at www.cqc.org.uk

Our key findings for this inspection were as follows:

- The practice had updated its cold chain protocol and now had an effective system to review fridge temperatures by purchasing data loggers and back up thermometers.
- Patient group directions and patient specific directions for administration of vaccines were now correctly authorised.

The practice is now rated good for Safe 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 practice is rated good for providing safe services.

Good



- The practice had updated its cold chain protocol and now had an effective system to review fridge temperatures by purchasing data loggers and back up thermometers.
- Patient group directions were now all signed by an authorising clinician.
- Health care assistants were now working under patient specific directives authorised by GP's.

Stoneham Lane Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

This review was conducted by a Care Quality Commission Inspector.

Background to Stoneham Lane Surgery

Stoneham Lane Surgery is located in a residential area of Southampton, Hampshire. The practice is based in a purpose built centre built in 2014, which is leased from a private landlord. There are ten treatment or consulting rooms on the ground floor and five rooms, including a minor operations suite, on the first floor. The practice is located in an area of average deprivation compared to the average for England.

The practice provides services under a NHS General Medical Services contract and is part of NHS Southampton City Clinical Commissioning Group (CCG). The practice has approximately 7,000 patients registered most of whom live within a five mile radius of the practice. A total of 69% of patients at the practice are working or are in full-time education compared to the national average of 60%. The practice population has a similar number of patients with a long-standing health condition compared to the national average. A total of 57% of patients registered at the practice have a long-standing health condition compared to the national average of 54%.

The practice has two male and two female GP partners as well as employing a salaried female GP. Together, the GPs provide care equivalent to approximately three full-time GPs over approximately 30 sessions per week. The GPs are supported by one full-time nurse practitioner, who is a

non-medical prescriber and provides diagnosis, treatment and advice to patients. Three practice nurses and two health care assistant also provide a range of services to patients such as wound care and long-term condition reviews. Together the practice nurses are equivalent to just over three full time nurses. The clinical team are supported by a management team including secretarial and administrative staff. The practice is also a training practice for doctors training to be GPs (GP registrars). At the time of our inspection, the practice was supporting three GP registrars.

The practice telephone lines and reception desk are open from 8am to 6.30pm on Monday to Friday and the reception is open from 7.30am to 6.30pm on Tuesdays and Fridays. Appointments are available between 8.30am and 12.30pm and again from 2pm to 6.30pm daily. Extended hours appointments are offered on Tuesdays and Fridays between 7.30am and 8.30am, every other Monday evening until 8.30pm and on one Saturday per month from 8am until 11am.

Stoneham Lane Surgery has opted out of providing out-of-hours services to their own patients and refers them to the out of hour's service via the NHS 111 service or the Minor Injuries Unit based in Southampton.

The practice offers a range of additional in-house services to patients including antenatal care, phlebotomy, travel advice, sexual health services and minor surgery. The practice offers online facilities for booking of appointments and for requesting prescriptions.

We carried out our inspection at the practice's only location which is situated at:

Parkville Road, Southampton, Hampshire, SO16 2JA.

Detailed findings

Why we carried out this inspection

We undertook a comprehensive inspection of Stoneham Lane Surgery in September 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall with requires improvement for safe services. The full comprehensive report following the inspection September 2016 can be found by selecting the 'all reports' link for Stoneham Lane Surgery on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Stoneham Lane Surgery on 25 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

During our visit we:

- Spoke with the practice manager.
- Visited the practice location
- Looked at information the practice used to deliver care.

Are services safe?

Our findings

At our inspection in September 2016 we found that:

Risks to patients were assessed and well managed. However, an effective system was not in place to review and action fridge temperatures that exceeded recommended levels for the safe storage of vaccines. Patient group directions (PGD) were not signed by an authorising clinician. Vaccines were administered by health care assistants without the correct legal authority.

At our visit on 25 May 2017 the practice was able to provide evidence to show that the requirements we had asked to be carried out had been completed.

Overview of safety systems and processes.

An effective system was now in place to review and action fridge temperatures that exceeded recommended levels for the safe storage of vaccines.

The practice had reviewed its cold chain protocols and they were fully implemented across the whole practice team.

The practice conducted a comprehensive review of vaccine storage and monitoring using the Public Health England Vaccine Storage Audit Tool, which highlighted some areas where we were not following best practice. This was followed up by a further audit in October 2016 which

showed that the practice was following best practice. For example the practice had purchased approved and validated vaccine cool boxes to be used during flu clinics and visits to nursing homes.

The practice produced cold chain flowcharts which were made available for all staff to follow and purchased back up thermometers for the two clinical refrigerators.

The practice also purchased data loggers for the refrigerators. A data logger (also data logger or data recorder) is an electronic device that records data over time or in relation to location either with a built in instrument or sensor or via external instruments and sensors.

We reviewed temperature records for the two refrigerators in the practice and both were within recommended levels for safe storage of vaccines.

All the PGD forms were found to be signed by clinical staff as read and signed by the authorising manager, in this instance all had been approved by a GP Partner.

The practice removed the healthcare assistants name from the PGD record sheets to avoid confusion. The practice discussed this matter and introduced a new protocol for Patient Specific Direction (PSD) and the roll of the health care assistant. The PSDs include clear content and guidance and GPs now sign authority for the health care assistant to administer a vaccine as needed. The practice also printed off a list of flu clinics within a template that was signed for the flu vaccine the health care assistant was to use.