

Middlewich Road Surgery

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

Are services safe?

Good



Summary of findings

Contents

Summary of this inspection

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

Detailed findings from this inspection

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

Overall summary

We carried out an announced comprehensive inspection at Middlewich Road Surgery on the 30 June 2015. The overall rating for the practice was good. The domain of safe required improvement. The full comprehensive report on the inspection can be found by selecting the 'all reports' link for Middlewich Road Surgery on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on 24 January 2017 to confirm that the practice had implemented their plan to improve some aspects of safety within the practice. This report covers our findings in relation to improvements made since our last inspection.

Our key findings were as follows:

- The practice had addressed the issues identified during the previous inspection.
- They had updated their guidance and review of their triage system.
- They had arrangements in place to ensure that prescriptions were held securely at all times to avoid unauthorised access.

Letter from the Chief Inspector of General Practice

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.

Evidence was provided as part of this desk based review to show that required improvements had been implemented. The practice had ensured the triage system was regularly reviewed. The storage of prescriptions in printers in the offices was reviewed to ensure there were sufficient controls in place to protect against unauthorised access.

Good



Middlewich Road Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

This desk top review was undertaken by a CQC Inspector.

Background to Middlewich Road Surgery

Middlewich Road Surgery is based in Vale Royal. It has a catchment area covering: Northwich; Lostock; Rudheath; Lach Dennis; Leftwich Wincham; Davenham; Pickmere; Moulton Comberbach. There are 6584 patients on the practice list.

The staff team includes three GP partners, one male GP and two female GPs and one female salaried GP. There are two practice nurses and a health care assistant, a practice manager, reception and administration staff.

The practice telephone lines are open from 8am until 6.30pm. The practice is open Tuesday to Friday from 8.30 am to 6 pm with telephone lines open until 6.30pm. They have extended hours on a Monday from 8.30am until 8.30pm. Patients requiring a GP outside of normal working hours are advised to contact the surgery and they will be directed to contact the local out of hours service. The out of hours provider is N.E.W. Cheshire Service. Its main bases are Victoria Infirmary at Northwich hospital before 10pm, then at Leighton Hospital, Crewe after 10pm.

The practice is part of Vale Royal Clinical Commissioning Group (CCG). The practice has a General Medical Contract (GMS) and also offers enhanced services for example; extended hours.

Why we carried out this inspection

We undertook a comprehensive inspection of Middlewich Road Surgery on 30 June 2015 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall. The full comprehensive report following the inspection can be found by selecting the 'all reports' link for Middlewich Road Surgery on our website at www.cqc.org.uk.

We undertook a follow up desk-based inspection of Middlewich Road Surgery on the 24 January 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality and management of safety. We reviewed the practice against one of the five questions we ask about services: is the service safe?

How we carried out this inspection

We carried out a desk-based focused inspection of Middlewich Road Surgery on 24 January 2017. The practice was contacted and a request was made to submit updated evidence to show that the practice had completed the improvements identified during their comprehensive inspection. A range of information was discussed with the practice manager, submitted by the practice and reviewed by the CQC Inspector. This involved reviewing evidence that:

- They had updated their guidance and reviewed the monitoring and quality of their triage system.
- They had taken actions to review the storage facilities for all prescriptions pads to avoid unauthorised access.

Detailed findings

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 the 30 June 2015, we rated the practice as requires improvement for providing safe services as we found some concerns with the management of safety. Following the inspection, the practice took actions to show improvements in the management of safe storage of prescriptions and their triage system.

These arrangements had improved when we undertook a follow up inspection on 24 January 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and process

- The practice operated a triage system (This was an overflow surgery for any patients requesting urgent appointments when all the appointments had gone for the day.) If all patient appointments were booked and a

patient contacted the practice who said they need to be assessed that day, the patient was placed on a triage list. The triage list was controlled by a GP (on a rota system) who rang back any patients on the list. The Practice Nurse also triaged patients. The Practice Nurse reviewed all cases with the GP who confirmed what actions needed to be taken. The practice also carried out regular audits by a clinician to review the quality of the triage assessments.

- Each clinical room had a keypad which prevented entry into the room without the appropriate code. Should the GP need to leave a patient in the room to obtain equipment etc there was a member of staff available to supervise, if required. The practice had taken appropriate action to reduce any potential security risks, for example, with prescriptions or medicines that may be stored in the room.