

Brunswick Park Medical Centre

Quality Report

Brunswick Park Health Centre
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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 focussed inspection at Brunswick Park Medical Centre on 14 December 2016. We found the practice to be good for providing safe services and it is rated as good overall.

We had previously conducted an announced comprehensive inspection of the practice on 4 February 2016. As a result of our findings, the practice was rated as good for being effective, caring, responsive and well led; and requires improvement for being safe, which resulted in a rating of good overall. We found that the provider had breached Regulation 12(1) (2) (a) (b) (g) (safe care and treatment) of the Health and Social Care Act 2008.

The practice wrote to us to tell us what they would do to make improvements and meet the legal requirements. We undertook this focussed inspection to check that the practice had followed their plan, and to confirm that they had met the legal requirements.

This report only covers our findings in relation to those areas where requirements had not been met. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Brunswick Park Medical Centre on our website at <http://www.cqc.org.uk/location/1-2120710416>.

Our key findings across all the areas we inspected were as follows:

- The arrangements for managing vaccines in the practice kept patients safe.
- Appropriately signed patient group directions (PGDs) had been adopted by the practice to allow nurses to administer medicines in line with legislation. PGDs are written instructions for the supply or administration of medicines to groups of patients who may not be individually identified before presentation for treatment.

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.

- Risks to patients were assessed and well managed. When we inspected in February 2016, we identified concerns with the arrangements for managing vaccines. For example, the practice was only recording actual fridge temperatures for one of its two vaccines fridges which meant that we could not be assured that vaccines were stored within the temperature range necessary to ensure their effectiveness. When we inspected in December 2016, we were able to confirm actions taken to ensure the safe storage of vaccines. We were also able to confirm that fridge temperatures were appropriately recorded and within range.

When we inspected in February 2016, we found that signed PGDs were on file for one of the two nurses working at the practice at the time. Shortly after our inspection, we were advised that signed PGDs were on file for all nurses. This was confirmed when we inspected in December 2016.

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 practice is rated as good for the care of older people. As the practice was found to be providing good services overall, this affected the rating for the population groups we inspect against.

Good



People with long term conditions

The practice is rated as good for the care of people with long term conditions. As the practice was found to be providing good services overall, this affected the rating for the population groups we inspect against.

Good



Families, children and young people

The practice is rated as good for the care of families, children and young people. As the practice was found to be providing good services overall, this affected the rating for the population groups we inspect against.

Good



Working age people (including those recently retired and students)

The practice is rated as good for the care of working age people (including those recently retired and students). As the practice was found to be providing good services overall, this affected the rating for the population groups we inspect against.

Good



People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable. As the practice was found to be providing good services overall, this affected the rating for the population groups we inspect against.

Good



People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of working age people (including those recently retired and students). As the practice was found to be providing good services overall, this affected the rating for the population groups we inspect against.

Good



Brunswick Park Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Why we carried out this inspection

We carried out a focused inspection of this service on 14 December 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This was because the service was not meeting some legal requirements during our previous visit on 4 February 2016.

The inspection was conducted to check that improvements planned by the practice to meet legal requirements had been made.

How we carried out this inspection

During our focussed inspection on 14 December 2016, we reviewed a range of information provided by the practice and spoke with the practice manager and a practice nurse.

Are services safe?

Our findings

Overview of safety systems and processes

When we inspected in February 2016, we identified concerns with the arrangements for managing vaccines in that the practice was only recording actual fridge temperatures for one of its two vaccines fridges and not the minimum and maximum temperatures. This meant we could not be assured that vaccines were stored between 2-8°C at all times in order to ensure their effectiveness. In addition, the practice's vaccines storage policy did not advise staff on how to record minimum / maximum temperatures or explain why this was important. We also noted that the fridge in question had not been serviced or calibrated.

Shortly after our inspection, we were sent details of steps taken by the practice to minimise the chance of reoccurrence. These included the introduction of a new protocol for instances where recorded temperatures exceeded the appropriate range, the installation of an electronic temperature data logger and the recording of the incident as a significant event. When we inspected in December 2016 we confirmed that these actions had been undertaken and that fridge temperatures were being appropriately recorded.

When we inspected in February 2016, we found that signed PGDs were on file for one of the two nurses working at the practice at the time. Shortly after our inspection, we were advised that signed PGDs were on file for all nurses. This was confirmed when we inspected in December 2016.