

Millbarn Medical Centre

Quality Report

Millbarn Medical Centre
34 London End
Beaconsfield
Buckinghamshire
HP 9 2JH
Tel: 01494 675303
Website: www.millbarnmedicalcentre.co.uk

Date of inspection visit: On 1 March 2017 we undertook a desktop review of information sent to us by the practice but have not revisited Millbarn Medical Centre because they were able to demonstrate that they were meeting the standards without the need for a visit.
Date of publication: 16/03/2017

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

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Millbarn Medical Centre on 26 July 2016. The overall rating for the practice was good but the practice had breached regulations relating to operating consistent monitoring and management of safety systems and staff training. This led to a rating of requires improvement for provision of safe services. The full comprehensive report on the July 2016 inspection can be found by selecting the 'all reports' link for Millbarn Medical Centre on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on 1 March 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulations that we identified in our previous inspection on 26 July 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice remains rated as good and is now rated good for provision of safe services.

Our key findings were as follows:

- The practice had completed relevant checks on the gas services within the practice premises.
- Appropriate risk assessments for legionella (Legionella is a term for a particular bacterium which can contaminate water systems in buildings) had been undertaken and control measures adopted.
- Relevant training in safeguarding had been completed by all members of the nursing team.
- Arrangements had been put in place for patients diagnosed with a learning disability to receive an annual physical health check.
- The policy for maintaining medicines requiring refrigeration had been updated to detail actions required if fridge temperatures were recorded outside of the recommended range.

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 provider had addressed the breaches of regulation that resulted in the issue of requirement notices arising from the inspection on 26 July 2016. The information supplied to undertake the desktop review gave rise to a revised rating of good for provision of safe services.

During the desk-based review on 1 March 2017, we found the practice had:

- Commissioned a safety check of the gas heating system and obtained a gas safety certificate.
- A legionella risk assessment had been undertaken by a competent person and control measures implemented.
- Training to safeguarding level two for children had been undertaken by all nursing staff..
- The cold chain policy had been updated and communicated to staff.
- The policy for completing risk assessments for clinical staff who did not respond to their immunisation for hepatitis B had been updated.

Good



Millbarn Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

This desktop exercise was undertaken by a CQC lead inspector.

Background to Millbarn Medical Centre

Millbarn Medical Centre is a purpose built medical facility. It opened in 1976 and refurbishment and extension of the premises was undertaken in 2004. Approximately 7,600 patients are registered with the practice. The practice is accessible from the local station and bus routes run nearby.

There are four GP partners at the practice and they are equivalent to 3.8 whole time GPs. Two are male and two female. The practice nursing team comprises two practice nurses and two health care assistants (HCAs). They are equivalent to 1.99 whole time staff. The practice manager is supported in the day to day management of the practice by a head receptionist and a team of 12 part time administration and reception staff. The practice is accredited to train qualified doctors who are seeking to become GPs.

The practice is open between 8am and 6.30pm Monday to Friday. Appointments are offered from 8.30am to 12.50pm every morning and 1.40pm to 5.40pm daily. Extended hours appointments are offered on a Monday evening between 6.30pm and 7.30pm. The practice has opted out of providing the out-of-hours service. This service is provided

by Care UK and they are accessed via the NHS 111 service. Advice on how to access the out-of-hours service is clearly displayed on the practice website, at the entrance to the practice and over the telephone when the surgery is closed.

According to data from the Office for National Statistics, Buckinghamshire has a high level of affluence and minimal economic deprivation. Data also shows the local population to be over 95% white British.

The age distribution of the registered patients is mostly similar to the national averages. Although there is a slightly higher than average number of patients aged between 0 and 14 and 40 to 54 years of age. However, the number of patients over 85 years of age is significantly higher than the national average.

Ear, nose and throat (ENT) clinics are held at the practice. They are run by one of the GP partners with specialist skills in this area of medicine. The clinics are for patients from the local area and reduce the need for patients to attend the general hospital for this service.

All services are provided from:

Millbarn Medical Centre

34 London End

Beaconsfield

Buckinghamshire

HP 9 2JH

Why we carried out this inspection

We undertook a comprehensive inspection of Millbarn Medical Centre on 26 July 2016 and published the report of the inspection in September 2016. The inspection was

Detailed findings

conducted under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good but had breached a regulation relating to operating consistent monitoring of safety standards. The full comprehensive report following the inspection in July 2016 can be found by selecting the 'all reports' link for Millbarn Medical Centre on our website at www.cqc.org.uk.

We undertook a desk-based focused inspection of Millbarn Medical Centre on 1 March 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care, review the breaches identified at the previous inspection and update the ratings provided under the Care Act 2014.

How we carried out this inspection

We carried out a desk-based focused inspection of Millbarn Medical Centre on 1 March 2017. This involved reviewing evidence the practice sent to us and speaking with staff by telephone to confirm that:

- Nursing staff had completed their relevant safeguarding children training.
- Safety checks and risk assessments had been completed.
- Policies and procedures relating to management of the vaccine cold chain had been updated.

Are services safe?

Our findings

At our previous inspection on 26 July 2016, we rated the practice as requires improvement for providing safe services. The practice had not consistently monitored their safety systems in respect of:

- Undertaking an appropriate range of risk assessments.
- Completing relevant safety checks of the practice premises.
- Holding a comprehensive policy for managing medicines that required refrigeration.
- Ensuring staff completed appropriate training to safeguard patients.

These arrangements had significantly improved when we undertook a desk based focused inspection on 1 March 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and process

The evidence supplied by the practice and our telephone discussions with staff demonstrated that:

- The practice policy for maintaining the cold chain (the system for keeping medicines that require refrigeration safe) had been updated and communicated to all staff via a practice meeting in September 2016. Staff we spoke with by telephone were able to describe the action they would take if medicine fridge temperatures

were found to be outside of the recommended range. They showed a sound understanding of the revision to the practice policy including the need to advise public health if a break in the cold chain occurred. The risk to patients from medicines being kept outside of the appropriate temperature range had been reduced.

- Nursing staff had received the appropriate level of safeguarding training. Our telephone discussions with staff showed they had a clear understanding of safeguarding procedures and how to report concerns. They were confident in applying the practice safeguarding protocols and knew the practice lead GPs for safeguarding both children and vulnerable adults.
- The practice had updated their policy for completing personal risk assessments if the hepatitis B immunisation for a member of clinical staff was not successful.

Monitoring risks to patients

The practice sent us evidence that confirmed:

- A legionella risk assessment had been undertaken by a competent person. Water quality monitoring arrangements identified from the assessment were being undertaken.
- An appropriately qualified person had completed a safety check of the gas boiler and gas system in September 2016. The gas heating system had been certified as safe to use.