

Drs Misra and Bird Surgery

Quality Report

133 Liverpool Road, Liverpool, Sefton
L23 5TE
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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 previously carried out an announced comprehensive inspection at Drs Misra and Bird Surgery on 13 and 14 October 2016. The overall rating for the practice was good but required improvement in providing safe services. The full comprehensive report on the 13 and 14 October 2016 inspection can be found by selecting the 'all reports' link for Drs Misra and Bird Surgery on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 7 March 2017 at 41 Moss Lane, Bootle Merseyside L20 0EA to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 13 and 14 October 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is rated as good and now good for providing safe services.

Our key findings were as follows:

- The practice had addressed the issues identified during the previous inspection.
- There were improvements in compliance with fire safety and health and safety.

- Disclosure and barring (DBS) checks were carried out for all staff.
- Documents containing confidential information were appropriately stored and disposed of.

In addition, the practice had made the following improvements:

- The infection control policy had been updated. The practice had completed where practical, actions identified in the external infection control audit from July 2016.
- Safeguarding meetings were documented.
- Hard copies of the business contingency were available.
- The practice policy and patient information leaflet had been updated and included the correct details of who the patient should complain to if they were dissatisfied with the practice's response to their complaint.
- There were systems to treat verbal complaints in the same way as written complaints.
- There was a register of patients who had Deprivation of Liberty Safeguards (DoLS) in place.
- The practice had first aid kits and accident recording books.

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. The practice had addressed the issues identified during the previous inspection. There were improvements in risk assessments and actions taken to comply with fire safety and health and safety.

In addition, the practice had made the following improvements in:

- Infection control.
- Documenting safeguarding meetings.
- Business contingency plans.

Good



Drs Misra and Bird Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Background to Drs Misra and Bird Surgery

Drs Misra and Bird Surgery has a main practice based in Crosby and another branch site in Bootle Merseyside. There were 5300 patients on the practice register at the time of our inspection.

The practice is managed by three GP partners (all male) and there is a female locum GP. There is a nurse prescriber, a practice nurse and a healthcare assistant. Members of clinical staff are supported by a practice manager, reception and administration staff.

The practice is open 8am to 6.30pm every weekday with the exception of one afternoon a week at each site. The practice in Crosby is closed on Wednesday afternoons and the practice in Bootle is closed on Thursday afternoons. The practice also provides later opening until 8pm on alternate Mondays in Crosby and alternate Wednesdays in Bootle. Patients requiring a GP outside of normal working hours are advised to contact the GP out of hours service by calling 111.

The practice has a General Medical Services (GMS) contract and has enhanced services contracts which include childhood vaccinations. The practice is part of the Sefton local commissioning group.

Why we carried out this inspection

We undertook a comprehensive inspection of Drs Misra and Bird Surgery on 13 and 14 October 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good but required improvement for providing safe services. The full comprehensive report following the inspection on 13 and 14 October 2016 can be found by selecting the 'all reports' link for Drs Misra and Bird Surgery on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Drs Misra and Bird Surgery on 7 March 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

The inspector :-

- Carried out a site visit.
- Spoke with the practice manager.
- Reviewed documents.

Are services safe?

Our findings

At our previous inspection on 13 and 14 October 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of complying with fire and health and safety legislation, recruitment checks and the disposal of confidential documents needed improving.

In addition, we found that systems needed improving for the management of: formalising safeguarding meetings, acting on infection control audits and having up to date infection control protocols, and hard copies of business contingency plans.

These arrangements had significantly improved when we undertook a follow up inspection on 7 March 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and process

Since our last inspection, the practice had carried out a number of risk assessments and action identified as a result. For example, control of substances hazardous to health (COSHH) risk assessments and display screen equipment risk assessments for the staff. The practice now had gas and electrical safety certificates. The practice had also acted on the findings of the Legionella risk assessment.

The practice had carried out fire risk assessments for both sites and had upgraded the emergency lighting and fire alarms at the Liverpool Road site. There was a map of the buildings displayed at the entrance of the branch practice clearly showing where oxygen was stored and had had the appropriate safety signage for oxygen. The practice now recorded routine fire equipment checks and fire drills.

The practice had updated infection control protocols to include the lead for infection control and had carried out actions identified from the last infection control audit.

The practice had updated its policy on recruitment. We found that the appropriate checks through the Disclosure and Barring Service had been undertaken for all staff including those who acted as chaperones.

The practice had safeguarding meetings which were now documented.

There were first aid kits and accident recording books available at both sites.

The practice kept hard copies of the business disaster recovery plan both on and off the premises for staff to refer to.

The practice had securely disposed of all old documentation and now had a system in place to regularly dispose of unwanted paperwork.