

South Green 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

Overall rating for this service

Good



Are services well-led?

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 South Green Surgery on 14 June 2017. The overall rating for the practice was good, with requires improvement for well-led. The full comprehensive report on the June 2017 inspection can be found by selecting the 'all reports' link for South Green Surgery on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 28 December 2017 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 14 June 2017. 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.

Our key findings were as follows:

- The organisation of formal governance arrangements including the systems for assessing and monitoring risks was greatly improved.

- Although the practice had identified more patients who were carers, this could be improved further. Only 0.7% of the patient population had been identified as being a carer.
- The practice had implemented a system to monitor the use of blank prescription forms and pads.
- The practice had improved the security of the storage of external clinical waste.
- The practice had put in place an action plan following their patient survey and posted this on their website.

However, there was one area of practice where the provider still needs to make improvements.

The provider should:

- Continue to improve the identification of carers on their register.

At our previous inspection on 14 June 2017, we rated the practice as requires improvement for providing well led services as some of the governance systems required strengthening and reorganising. At this inspection we found that this was much improved therefore they are now rated as good for well-led.

Professor Steve Field (CBE FRCP FFPH FRCGP)
Chief Inspector of General Practice

Summary of findings

Areas for improvement

Action the service **SHOULD** take to improve

- Continue to improve the identification of carers on their register.

South Green Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

A lead inspector.

Background to South Green Surgery

This practice is based in Grange Road, Billericay, Essex.

The current list size is around 3190 patients and the practice is open to new patients. There is one female lead GP and one regular male locum GP. The practice currently offers 121 face-to-face appointments per week as well as telephone consultations and home visits. There is a part-time female practice nurse working Mondays, Wednesdays and Fridays. The practice holds a general medical service contract (GMS). The practice is open on Monday to Friday 8am to 6.30pm.

Appointments are from 9am to 12.30pm Monday, Wednesday to Friday and 4.20pm to 5.30pm every afternoon. On Tuesdays appointments are 9am to 12.30pm and 4pm to 5.30pm. GPs will see emergency patients and complete home visits outside of these consultation sessions. Patients are able to book through the practice to

see either a doctor or a nurse at the weekend, or weekday evenings, at a 'hubs'. Out of hour's cover is provided by East of England and patients calling the usual practice number will be transferred automatically to this provider.

The practice area demographic comprises of mainly white British, with other nationalities including those of mixed ethnicity and Asian. There are slightly higher than average numbers of patients aged 65-75. There are also higher than average number of patients in paid work or full-time education.

Why we carried out this inspection

We undertook a comprehensive inspection of South Green Surgery on 14 June 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall and requires improvement for well-led. The full comprehensive report following the inspection on June 2017 can be found by selecting the 'all reports' link for South Green Surgery on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of South Green Surgery on 28 December 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.

Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

Our findings

At our previous inspection on 14 June 2017, we rated the practice as requires improvement for providing well-led services as the organisation of systems to assess, reduce and monitor risks required strengthening.

When we undertook a follow up inspection of the service on 28 December 2017, we found arrangements had significantly improved. The practice is now rated as good for being well-led.

Governance arrangements

There were clear systems to support good governance and management.

- The systems to assess, reduce and monitor risk, were better organised and had been strengthened.
- There was a system in place to monitor the use of blank prescription stationary.

Managing risks, issues and performance

There were clear and effective processes for managing risks.

- There was an effective, process to identify, understand, monitor and address current and future risks including risks to patient safety.
- Practice leaders had oversight of alerts from the Medicines and Healthcare products Regulatory Agency (MHRA).

Engagement with patients, the public, staff and external partners

The practice involved patients to support high-quality sustainable services.

- Patients' views and concerns were encouraged, heard and acted on to shape services and culture. For example, the practice had conducted a survey of patient satisfaction with the service provision and used this feedback to review and change service provision. They had posted their action plan on their website. They were planning on repeating their patient survey in January 2018 to monitor the effect of changes resulting from the previous survey.