

Lister Medical Centre

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 safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

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 a comprehensive inspection at Lister Medical Centre on 08 October 2015. The practice was rated as good overall and in particular rated as good for effective, caring, responsive, well-led services and requires improvement for safe service.

During the inspection on 08 October 2015 we found that;

- Non-clinical staff acting as chaperones had not received disclosure and barring service checks before undertaking the role and no risk assessment was in place.
- The practice were issued with a requirement notice for improvement.

Following the previous inspection the practice sent us information about the actions they would take and when they would be implemented.

We then carried out a desk-top focused inspection of Lister Medical Centre on 10 February

2016 to follow-up on our previous inspection to ensure that the practice had made the required improvements. We were able to do this without visiting the premises as the practice sent us documentary evidence of the improvements they had made.

Our key findings during this desk-top focused inspection were as follows:

- The practice had undertaken a risk assessment to protect patients whilst chaperones were awaiting the relevant disclosure and barring service checks
- We were also provided with evidence that these checks were being processed.

We were therefore satisfied that the provider had made all of the improvements identified as a result of the inspection on 08 October 2015.

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 had undertaken a risk assessment outlining the steps they had taken to protect patients whilst non-clinical staff acting as chaperones were awaiting Disclosure and Barring Service (DBS) checks.

We also saw evidence that all staff acting as chaperones had applied for the relevant DBS checks.

Good



Are services effective?

As the practice was rated as good for providing effective services during the inspection on 08 October 2015 we did not need to inspect this domain during the focused inspection on 10 February 2016

Good



Are services caring?

As the practice was rated as good for providing caring services during the inspection on 08 October 2015 we did not need to inspect this domain during the focused inspection on 10 February 2016

Good



Are services responsive to people's needs?

As the practice was rated as good for providing responsive services during the inspection on 08 October 2015 we did not need to inspect this domain during the focused inspection on 10 February 2016

Good



Are services well-led?

As the practice was rated as good for providing well-led services during the inspection on 08 October 2015 we did not need to inspect this domain during the focused inspection on 10 February 2016

Good



Lister Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Inspector who reviewed documentation provided by the practice without the need to visit the practice.

How we carried out this inspection

We reviewed documentary evidence sent to us by the practice in relation to the improvements they had carried out.

Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme as a follow up to a previous inspection of this provider which highlighted areas for improvement.

Are services safe?

Our findings

The practice is now rated as good for providing safe services.

Following a review of Lister Medical Centre we were provided with a risk assessment that outlined how patients were protected whilst non-clinical staff acting as chaperones were awaiting disclosure and barring service checks.

We also saw evidence that all staff acting as chaperones had applied for the relevant checks.

Are services effective?

(for example, treatment is effective)

Our findings

As the practice was rated as good for providing effective services during the inspection on 08 October 2015 we did not need to inspect this domain during the focused inspection on 10 February 2016

Are services caring?

Our findings

As the practice was rated as good for providing caring services during the inspection on 08 October 2015 we did not need to inspect this domain during the focused inspection on 10 February 2016

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

As the practice was rated as good for providing responsive services during the inspection on 08 October 2015 we did not need to inspect this domain during the focused inspection on 10 February 2016

Are services well-led?

Good 

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

Our findings

As the practice was rated as good for providing well-led services during the inspection on 08 October 2015 we did not need to inspect this domain during the focused inspection on 10 February 2016