

Townhill Surgery

Quality Report

Wessex Road
West End
Southampton
Hampshire
SO18 3RA

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Website: www.townhillsurgery.nhs.uk

Date of inspection visit: 29 March 2017

Date of publication: 24/04/2017

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 Townhill Surgery on 24 August 2016. The overall rating for the practice was good. The full comprehensive report on the August 2016 inspection can be found by selecting the 'all reports' link for Townhill Surgery on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on 29 March 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 24 August 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.

Our key findings were as follows:

- Disclosure and Barring Service (DBS) checks were conducted on all new clinical members of staff, prior to starting employment.
- Disclosure and Barring Service (DBS) checks were conducted on all existing members of staff, irrespective of their role.

- The practice had placed posters in the waiting area, in an effort to identify carers or patients with caring responsibilities.
- The practice had designed and produced a carers form, to identify carers or patients with caring responsibilities during their registration process.

At our previous inspection on 24 August 2016, we rated the practice as requires improvement for providing safe services as Disclosure and Barring Service (DBS) checks were not carried out on staff who were acting as chaperones.

In addition, we also found that the practice needed to develop an appropriate way of identifying carers, in order to offer more support.

At this inspection we found that Disclosure and Barring Service (DBS) checks had been carried out on all members of staff, and the practice had taken steps to identify carers or patients with caring responsibilities. Consequently, the practice is now rated as good for providing safe services.

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 taken appropriate action and is now rated good for the provision of safe services.

- When we inspected the practice in August 2016, we found that appropriate Disclosure and Barring Service (DBS) checks were not carried out for staff undertaking chaperoning duties. Furthermore, the practice did not have an appropriate way of identifying carers, in order to offer more support.

At the inspection on 29 March 2017, the practice had demonstrated significant improvements in governance arrangements. For example:

- The practice had taken steps to improve systems, processes and practices in place to keep patients safe and safeguarded from abuse. All staff, including those who acted as a chaperone had received a Disclosure and Barring Service (DBS) check.
- Furthermore, the practice had ensured that all clinical staff, prior to starting employment had received a Disclosure and Barring Service (DBS) check.
- Steps were taken to identify carers or patients with caring responsibilities within the practice.

Good



Townhill Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

Our follow up desk top inspection was undertaken by a CQC Assistant Inspector.

Wessex Road,
West End,
Southampton,
Hampshire,
SO18 3RA.

Background to Townhill Surgery

Townhill Surgery is located at the district centre in West End, Southampton. The practice has two GP partners and one salaried GP, supported by two practice nurses and two health care assistants. The clinical team is supported by a management team and secretarial and administrative staff.

The practice is part of NHS Southampton City Clinical Commissioning Group (CCG) and has a practice population of approximately 5586 patients registered. The majority of patients within the practice are of working age, with a smaller percentage of patients who are retired and children. The general ethnicity of patients is white British. The practice is in the six least deprived decile of the population.

The practice is open between 8.30 am and 6.30 pm Monday to Friday. Appointments are from 8.40 am to 11.10 am every morning and 3 pm to 6 pm daily. Extended hours appointments are offered on Saturdays between 8.30 am and 11.30 am and evening appointments are available if requested.

When the practice is closed patients are advised to dial 111 for the local out of hours service.

Regulated activities are provided at:

Townhill Surgery,

Why we carried out this inspection

We undertook a comprehensive inspection of Townhill Surgery on 24 August 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement in the safe domain. The full comprehensive report following the inspection on August 2016 can be found by selecting the 'all reports' link for Townhill Surgery on our website at www.cqc.org.uk.

We undertook a follow up desk-based inspection of Townhill Surgery on 29 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

We carried out a desk-based focused inspection of Townhill Surgery on 29 March 2017. This involved reviewing evidence that:

- Disclosure and Barring Service (DBS) checks on members involved in chaperoning duties had been undertaken.

Detailed findings

- Disclosure and Barring Service (DBS) checks on all newly appointed clinical members of staff, had been undertaken.
- Systems were in place to identify carers, or patients with caring responsibilities, in order for the practice to provide better support.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Are services safe?

Our findings

At our previous inspection on 24 August 2016, we rated the practice as requires improvement for providing safe services, as the arrangements in respect of conducting appropriate Disclosure and Barring Service (DBS) checks on all staff involved in chaperoning duties, were not adequate. In addition we found that the practice did not have appropriate way of identifying carers, in order to offer more support.

These arrangements had significantly improved when we undertook a follow up inspection on 29 March 2017. The practice is now rated as good for providing safe services.

Monitoring risks to patients

- Risks to patients were assessed and well managed.
- The practice had reviewed its system for recruiting new employees, working within clinical roles. As a result of this review, the practice had advised us that they were now obtaining Disclosure and Barring Service (DBS) checks for all new clinical members of staff, prior to them starting employment with the practice. Disclosure and Barring Service (DBS) checks identify whether a person has a criminal record, or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable.

- During this inspection we saw examples of Disclosure Barring Service (DBS) certificates for six members of staff.
- The practice had also advised us that they had carried out Disclosure Barring Service (DBS) checks on all their existing members of staff. A copy of the list of staff members checked was also supplied in order to evidence this. The list evidenced that the practice had requested Disclosure and Barring Service (DBS) checks for a total of 16 staff members.

Overview of safety systems and process

- Appropriate systems were in place to identify carers, or those patients with caring responsibilities.
- The practice had advised us that they had placed posters in the patient waiting area of the practice, encouraging patients to register as carers with the practice.
- Furthermore, the practice had designed a data collection form. The data collection form collected personal details from carers or patients receiving care. The data collected enabled the practice (with the carers/patients permission), to share information with other organisations, in order to provide greater support. The data collection form, was part of a registration pack for all new registering patients.