

# King Street Surgery

## Quality Report

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Hereford

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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 carried out an announced comprehensive inspection at King Street Surgery on 11 May 2016. As a result of our inspection the practice was rated as good overall but required improvement for providing safe services. The report from our last comprehensive inspection can be found by selecting the 'all reports' link for King Street Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was a desk based focused inspection carried out on 1 February 2017 to confirm that the practice had carried out their plan to meet the regulatory requirements in relation to the breach in regulations that we identified in our previous inspection on 11 May 2016. This report only covers our findings in relation to that requirement.

Overall the practice is rated as good.

Following our inspection on 11 May 2016, the practice was told that they must:

- Assess the need for emergency medicines in line with the risks associated with the range of procedures carried out at the practice.

We found that on 1 February 2017 the practice had rectified the issue.

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?**

During our comprehensive inspection on 11 May 2016, we identified a breach of legal requirement. The practice needed to assess the need for emergency medicines in line with the risks associated with the range of procedures carried out at the practice. During our desk based focused inspection on 1 February 2017 we found that the practice had taken action to improve this area and the practice is now rated as good for providing safe services.

**Good**



# Summary of findings

## The six population groups and what we found

We always inspect the quality of care for these six population groups.

### Older people

Following our comprehensive inspection on 11 May 2016 we rated the practice as good for the population group of older people. We did not review any evidence during our desk based focused inspection to alter this rating.

Good



### People with long term conditions

Following our comprehensive inspection on 11 May 2016 we rated the practice as good for the population group of people with long term conditions. We did not review any evidence during our desk based focused inspection to alter this rating.

Good



### Families, children and young people

Following our comprehensive inspection on 11 May 2016 we rated the practice as good for the population group of families, children and young people. We did not review any evidence during our desk based focused inspection to alter this rating.

Good



### Working age people (including those recently retired and students)

Following our comprehensive inspection on 11 May 2016 we rated the practice as good for the population group of working age people (including those recently retired and students). We did not review any evidence during our desk based focused inspection to alter this rating.

Good



### People whose circumstances may make them vulnerable

Following our comprehensive inspection on 11 May 2016 we rated the practice as good for the population group people whose circumstances may make them vulnerable. We did not review any evidence during our desk based focused inspection to alter this rating.

Good



### People experiencing poor mental health (including people with dementia)

Following our comprehensive inspection on 11 May 2016 we rated the practice as good for the population group of people experiencing poor mental health. We did not review any evidence during our desk based focused inspection to alter this rating.

Good



# King Street Surgery

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

The desk based focused inspection was completed by a CQC Lead Inspector.

## Background to King Street Surgery

King Street Surgery is registered with the Care Quality Commission (CQC) as a partnership provider and delivers a full range of family medical services. The practice holds a General Medical Services (GMS) contract with NHS England. The GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities. At the time of the inspection in May 2016, King Street Surgery was providing care to approximately 8,868 patients.

The main surgery is located at King Street, which is in the middle of the city of Hereford. There is also a branch site, Bobblestock Surgery, which is situated on the northern outskirts of the city. On the day of the inspection, the team was based at the Bobblestock Surgery, because this was the designated 'duty' surgery for the day. The main surgery was also visited on the day of the inspection.

There are five GP partners (three male, two female). There is also a salaried GP (male). The GPs are supported by a practice manager, four practice nurses, one of whom is a Nurse Practitioner and Nurse Prescriber, three Health Care Assistants, and administrative and reception staff.

It is a teaching practice and there are currently three trainee GPs working at the practice. A trainee GP is a qualified doctor who is training to become a GP through a period of working and training in a practice. One of the trainee GPs was on maternity leave at the time of our visit.

The practice operates a 'duty' surgery system whereby either the main surgery or the branch surgery is open from 8am to 6pm with a duty GP and Nurse Practitioner. GP appointments are available at both sites every week day and nurse appointments are available at both sites from Tuesday to Friday. The non-duty surgery is open from 8am to 12 noon and from 1pm to 4pm (when closed, phone calls go through to the other surgery). A late evening surgery is provided on Fridays between 6.30pm and 8.30pm (pre-bookable appointments only).

Appointments are also available via Taurus Healthcare between 6pm and 8pm from Monday to Friday and from 8am to 8pm at weekends and on bank holidays. These appointments can be booked through reception or by contacting 111 when the surgery is closed. The remaining out of hours cover during the night is provided by Primecare.

Treatment and consulting rooms are located on the ground floor at both the main surgery and the branch surgery, so there is easy access to both. Wheelchairs are available at both surgeries for any patient who has mobility problems. Ample car parking is available adjacent to the branch surgery at Bobblestock; limited car parking is available at King Street, although there are public car parks nearby.

## Why we carried out this inspection

We undertook a comprehensive inspection of King Street Surgery on 11 May 2016 under Section 60 of the Health and

## Detailed findings

Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement in the provision of safe services. The full comprehensive report following the inspection in May 2016 can be found by selecting the 'all reports' link for King Street Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a desk based focused inspection of King Street Surgery on 1 February 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

Before we carried out this desk based focused inspection, we asked the provider to submit information and evidence to demonstrate the action they had taken to address the breach of regulatory requirement we identified during our comprehensive inspection on 11 May 2016. We carried out a desk-based focused inspection of King Street Surgery on 1 February 2017. This involved reviewing evidence that:

- The need for emergency medicines had been assessed in line with the risks associated with the range of procedures carried out at the practice.

# Are services safe?

## Our findings

### **Monitoring risks to patients/Arrangements to deal with emergencies**

At our previous inspection on 11 May 2016, we rated the practice as requires improvement for providing safe services because the practice had not risk assessed the range of emergency medicines stocked at the practice to mitigate the risks associated with the range of procedures they carried out.

This issue had been rectified when we undertook a desk-based focused inspection on 1 February 2017. The practice submitted evidence to demonstrate that they had carried out a risk assessment on emergency medicines stocked at the practice and had updated their stock of emergency medicines accordingly. The practice is now rated as good for providing safe services.