

Drs Twomey, Murphy, Braddick, Griffiths, Fearon and Kirwan

Quality Report

Chiddenbrook Surgery
Threshers
Crediton
Devon
EX17 3JJ

Tel: 01363 772227

Website: <http://www.chiddenbrook-surgery.nhs.uk/index.aspx>

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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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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 now rated as good for safe having made improvements to ensure that standard operating procedures for recruitment and chaperone duties have been reviewed and followed.

The practice rating for the safe key line of enquiry has been reviewed as part of this desktop review. We followed up the areas we were concerned about. Risks with regard to the recruitment practices have now been addressed.

Our findings at the last inspection were that staff understood and fulfilled their responsibilities to raise concerns, and to report incidents and near misses. Lessons were learned and communicated widely to support improvement. Information about safety was recorded, monitored, appropriately reviewed and addressed. Risks to patients were assessed and well managed. There were enough staff.

Good



Drs Twomey, Murphy, Braddick, Griffiths, Fearon and Kirwan

Detailed findings

Why we carried out this inspection

We carried out an inspection of Drs Twomey, Murphy, Braddick, Griffiths, Fearon and Kirwan at Chiddenbrook Surgery on 25 November 2014 and published a report setting out our judgements. We asked the provider to send us a report of the changes they would make to comply with the regulation they were not meeting.

We have followed up to make sure the necessary changes have been made and found the provider is now meeting

the fundamental standards included within this report. This report should be read in conjunction with the full inspection report. We have not revisited Practice as part of this review because the practice was able to demonstrate compliance without the need for an inspection.

How we carried out this inspection

We reviewed information sent to us by the practice. We have not revisited Drs Twomey, Murphy, Braddick, Griffiths, Fearon and Kirwan at Chiddenbrook Surgery as part of this review.

Are services safe?

Our findings

Staffing and recruitment

Since the comprehensive inspection in November 2014, the practice sent us an action plan and provided evidence showing the improvements made. The improvements have shown that effective standard operating procedures for recruitment are now in place and being followed.

At the last inspection, we found that the practice consulted an outside agency for support and guidance about Human Resources and had a generic recruitment policy in place supplied by the agency. For this desktop we reviewed two

policies, which had been updated. For example, the chaperone Policy stated that only named staff would perform this task after having received training from the practice. A Disclosure and Barring service (DBS) policy and accompanying risk assessment showed that the practice had set out which staff roles required a DBS check. We looked at the DBS log sent by the practice. This demonstrated that DBS checks had been completed for staff who previously did not have them and were undertaking chaperone duties. We reviewed a locum checklist, which demonstrated that the practice now had a system in place for recording all recruitment checks and had done so since we inspected.