

East Park Medical Centre - R P Pandya

Quality Report

264-266 East Park Road

Leicester

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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 East Park Medical Centre – R P Pandya on 24 May 2016. The overall rating for the practice was good and the practice was rated as requires improvement for the safe domain. The full comprehensive report on the May 2016 inspection can be found by selecting the 'all reports' link for East Park Medical Centre – R P Pandya on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 19 January 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 May 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as good.

Our key findings were as follows:

- The practice was tidy, visibly clean and all single use items were in date.
- A locum recruitment policy had been implemented and all appropriate pre-employment checks were carried out for locum GPs and locum nurses.
- A legionella risk assessment for both sites was carried out which identified areas for improvement. The practice had carried out most of the work in relation to the recommendations.
- A fire alarm service inspection and emergency lighting inspection had been carried out and the practice had completed work that required attention.

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 is rated as good for providing safe services.

- The practice was tidy, visibly clean and all single use items were in date.
- A locum recruitment policy had been implemented and all appropriate pre-employment checks were carried out for locum GPs and locum nurses.
- A legionella risk assessment for both sites was carried out which identified areas for improvement. The practice had carried out most of the work in relation to the recommendations.
- A fire alarm service inspection and emergency lighting inspection had been carried out and the practice had completed work that required attention.

Good



East Park Medical Centre - R P Pandya

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Background to East Park Medical Centre - R P Pandya

East Park Medical Centre is a GP practice, which provides primary medical services to approximately 10,428 patients living in the Evington, Spinneyhill, Highfields, Stoneysgate, Belgrave and Rushy Mead areas of Leicester City. All patient facilities are accessible. Leicester City Clinical Commissioning Group (LCCCG) commission the practice's services.

The practice is located at 264-266 East Park Road, Leicester and also has a branch site at 41-43 Doncaster Road, Leicester. The branch site was not visited as part of this inspection.

The practice has two GP partners and six GPs (four male and four female). The nursing team consists of two practice nurses, a healthcare assistant and a phlebotomist. They are supported by a Practice Manager and a team of reception staff and administrative staff.

The practice is open between 8am and 6.30pm Monday to Friday. The branch site on Doncaster Road is also open between 8am and 6.30pm Monday to Friday; with the exception of a Thursday when it closes at 1pm. Appointments are available between 9am and 6.30pm.

Extended hours appointments are offered on a Monday from 6.30pm to 9pm. In addition to pre-bookable appointments, telephone consultations and urgent appointments are also available.

Patients can access out of hours support from the national advice service NHS 111. The practice also provides details for the nearest urgent care centres, as well as accident and emergency departments.

An inspection was carried out at the practice in October 2013 under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010. At that time, we found patients were displeased with the delays in getting appointments and with some GP surgeries running late. It was identified that some staff required further training in safeguarding children and vulnerable adults and certain items of emergency equipment were missing. The provider also needed to review its systems in place for recruiting staff and monitoring the quality of service provision.

An additional deskbased inspection was carried out in June 2014 and it was found that the practice had made the appropriate improvements to meet the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

Why we carried out this inspection

We undertook a comprehensive inspection of East Park Medical Centre – R P Pandya on 24 May 2016 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 the domain of safe was rated as requires improvement.

Detailed findings

The full comprehensive report following the inspection on May 2016 can be found by selecting the 'all reports' link for East Park Medical Centre – R P Pandya on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of East Park Medical Centre – R P Pandya on 19 January 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 focused inspection of East Park Medical Centre – R P Pandya on 19 January 2017. During our visit we:

- Reviewed evidence in line with the action plan submitted by the practice.
- Visited the practice location on East Park Road.
- Spoke to the Practice Manager.

Are services safe?

Our findings

At our previous inspection on 24 May 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of cleanliness and infection control were not adequate. Not all appropriate recruitment checks were carried out on locum GPs and some risk assessments had not been reviewed and not all actions identified as a result of a risk assessment had been carried out.

These arrangements had significantly improved when we undertook a follow up inspection on 19 January 2017. The practice is now rated as good for providing safe services.

During our inspection on 19 January 2017, we found the practice to be tidy and visibly clean. We checked consultation and treatment rooms and found single use items were in date and the amount of stock required had been reviewed.

The practice had implemented a locum recruitment policy which was in line with schedule three of the Health and Social Care Act 2008. This provided guidance to ensure all appropriate pre-employment checks were carried out

before a locum staff member started. We reviewed staff member files for four locum GPs and one locum nurse and found appropriate pre-employment checks were carried out including proof of identification, references, qualifications, registration with the appropriate professional body and the appropriate checks through the Disclosure and Barring Service (DBS). 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.

An external contractor carried out a legionella risk assessment for both sites on 27 May 2016 and identified areas for improvement. We saw the practice had carried out most of the work in relation to the recommendations, including implementing a legionella policy specific to the practice, flushing infrequently used water outlets and monitoring water temperatures.

A fire alarm service inspection and emergency lighting inspection had also been carried out by an external contractor in October 2016. The reports highlighted three areas that required attention, which had been completed at the time of our inspection.