

Essex House Surgery - Flood

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



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of Essex House Surgery – Flood on 20 September 2016. The overall rating for the practice was good. However, the practice was rated as requires improvement for providing safe services. This was because the provider did not have a defibrillator available at the practice or an appropriate risk assessment to indicate how they would deal with a medical emergency.

The full comprehensive report can be found by selecting the 'all reports' link for Essex House Surgery – Flood on our website at www.cqc.org.uk.

This inspection was an announced desk-based follow up inspection carried out on 9 November 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulation 12 that we identified in our previous inspection on 20 September 2016. This report covers our findings in relation to those requirements.

Overall the practice is rated as good. Specifically the practice was now found to be good for providing safe services.

Our key findings were as follows:

- The practice had access to an automated external defibrillator (AED) for use in medical emergencies.
- The practice had worked with a charity and local community organisations to secure a defibrillator that would be accessible for use by the practice and the local community.
- The practice had arranged resuscitation training sessions for November 2017 that could be attended by staff, patients and the public.

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 had secured an automated external defibrillator (AED) for use in medical emergencies. The defibrillator was intended to be accessible to the local community and resuscitation training sessions had been arranged for staff, patients and the public.

Good



Essex House Surgery - Flood

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Background to Essex House Surgery - Flood

Essex House Surgery provides primary medical services in the London Borough of Richmond Upon Thames to approximately 9,045 patients. The practice operates under a Personal Medical Services (PMS) contract and provides a number of local and national enhanced services (enhanced services require an increased level of service provision above that which is normally required under the core GP contract).

The practice operates from one site. The surgery is a converted residential property over two floors. There is stepped and ramp access to the ground floor waiting area, reception desk and consulting rooms. The practice has seven consulting rooms. The second floor is comprised of consulting rooms, practice management facilities including a staff room, meeting room and offices. Patients with mobility issues are offered appointments on the ground floor or lift access to the first floor.

The practice clinical team is made up of three GP partners (male and female), four salaried GPs (two female and two male), one physician's associate, two trainee doctors, three practice nurses, two healthcare assistant's (HCA), one practice manger, one assistant practice manager and other non-clinical staff. The practice is a training practice, with two trainee doctors.

The practice is one of two hub practices currently operating in the locality, open every Saturday and one Sunday a month. The practice offers 52 GP sessions per week. The practice opens between 8.30am and 6.30pm Monday to Friday. Appointments are available between 8:30am to 6:30pm Monday to Friday. Extended hours are available on from 6:30pm to 7:30pm every Monday and 7:00am to 8:30am every Friday. When the practice is closed patients can call NHS 111 in an emergency or a local out of hour's service. The practice is registered with the Care Quality Commission to provide the regulated activities of; maternity and midwifery service, treatment of disease, disorder or injury, family planning, diagnostic and screening procedures and surgical procedures.

Why we carried out this inspection

We undertook a comprehensive inspection of Essex House Surgery – Flood on 20 September 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 they were rated as requires improvement for providing safe services. A requirement notice was issued in relation to a breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The full comprehensive report following the inspection on 20 September 2016 can be found by selecting the 'all reports' link for Essex House Surgery – Flood on our website at www.cqc.org.uk.

We undertook a follow up desk-based inspection of Essex House Surgery – Flood on 9 November 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.

Detailed findings

How we carried out this inspection

We carried out a desk-based focused follow-up inspection of Essex House Surgery – Flood on 9 November 2017.

This involved reviewing evidence that:

- The practice could demonstrate that they were able to adequately respond to a medical emergency that required defibrillator.

Are services safe?

Our findings

At our previous inspection on 20 September 2016, we rated the practice as requires improvement for providing safe services as the practice did not have adequate assurances that they could respond to an emergency requiring a defibrillator. The practice did not have a defibrillator available on the premises. They had a detailed risk assessment which included that in a medical emergency they would access the defibrillator available at the local supermarket, approximately four minutes away from the practice. Guidance states that in order to offer a patient the best chance of survival, they should receive defibrillation within three minutes of going into cardiac arrest. The risk assessment undertaken by the practice did not ensure that they could deliver emergency care within this timescale, as the nearest defibrillator was four minutes away.

During the inspection on 9 November 2017, we found that the practice had addressed the issues identified at the previous inspection. As a result, the practice is now rated as good for providing safe services.

Arrangements to deal with emergencies and major incidents

Since the previous inspection, the practice had conducted a verbal risk assessment to review whether a defibrillator was required. Following this, arrangements were made so that the practice had access to an automatic external defibrillator (AED) for use in medical emergencies. Monthly checks were recorded for all emergency equipment, including the defibrillator and defibrillator pads.

The practice had secured a defibrillator via funding from a local community organisation and the British Heart Foundation (BHF). As part of the agreement between the BHF and the practice, the defibrillator was intended to benefit the local community. There were plans in place for this to be wall-mounted on a visible exterior wall of the practice, in a heated box, so that it would be accessible to the local community. The practice had advised the London Ambulance Service (LAS) of the location of the community defibrillator which had been added to their database.

The practice had arranged a resuscitation training session for staff, patients and the public on 30 November 2017. The practice had contacted another local practice to share details of the first training date.