

Dr Nicholas & Partners

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 this practice on 22 June 2016. During our inspection we found a breach of legal requirements relating to systems and processes around recruitment of staff. After the comprehensive inspection, the practice wrote to us to say what they would do to meet the legal requirements set out in Regulation 19 of the Health and Social Care Act (Regulated Activities) Regulations 2014 Fit and proper persons employed.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met the legal requirements. This report only covers our findings in relation to those requirements and should be read in conjunction with the full report. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Dr Nicholas & Partners on our website at www.cqc.org.uk

We found the practice had made improvements since our last inspection on 22 June 2016 and they were meeting the regulation relating to the recruitment of staff that had previously been breached. Specifically the practice was operating safe systems in relation to recruitment. This included:

- Ensuring clinical staff who had not had a Disclosure and Barring Service (DBS) check have now had this completed. (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)
- Reviewing policies relating to recruitment and implementing a checklist to ensure all appropriate checks are carried out prior to new staff starting employment with the practice.

In addition, the practice now ensures the security of prescriptions forms held in printers in consulting and treatment rooms. The provider have fitted locks on printers.

We have changed the rating for this practice to reflect these changes. The practice is now rated good for the provision of safe, effective, caring, responsive and well led 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 provider was providing safe services. Since our last inspection in June 2016, systems had been put in place and embedded to ensure they met the requirements detailed in Schedule 3 of the Health and Social Care Act (Regulated Activities) Regulations 2014.

- Clinical staff who had not received a Disclosure and Barring Service check had now had this completed.
- The provider had reviewed its recruitment policy and had implemented a checklist to ensure all the required checks are carried out prior to new staff starting employment with the practice.

Good



Dr Nicholas & Partners

Detailed findings

Why we carried out this inspection

We undertook an announced focused inspection of Dr Nicholas & Partners Partners on 1 September 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 22 June 2016 had been made. We inspected the practice against one of the five questions we ask about services: is the service safe? This is because the service was not meeting some legal requirements.

How we carried out this inspection

We did not visit Dr Nicholas & Partners as part of this review because the practice was able to demonstrate compliance without the need for an inspection. We reviewed information given to us by the practice, including Disclosure and Barring Service check certificate, updated recruitment policy, and the practice's recruitment checklist. We spoke with the practice manager.

Are services safe?

Our findings

Overview of safety systems and processes

During our comprehensive inspection on 22 June 2016, we found that two of the practice nurses had not received a Disclosure and Barring Service (DBS) check. We were told that the practice had collated all the information required to carry out a DBS check but did not realise that they had not initiated the process as the member of staff handling this had left. The practice immediately initiated the process for DBS checks for the two members of staff.

Following the last inspection we received an action plan from the provider informing us of the action they had taken. The practice confirmed that they had taken appropriate action to ensure that appropriate systems were now in place ensuring the practice's recruitment procedures were in line with Regulation 19 of the Health and Social Care Act (Regulated Activities) Regulations 2014 Fit and proper persons employed and Schedule 3 of the Act.

On 9 August 2016 the provider sent us evidence of their revised systems to manage recruitment checks and examples of these systems being embedded into the practice. For example:

- Clinical staff who had not received a Disclosure and Barring Service check had now had this completed.
- The provider had also reviewed its recruitment policy and had implemented a checklist to ensure all the required checks are carried out prior to new staff starting employment with the practice.
- Risks assessment was carried out on non-clinical staff to determine whether they required a DBS check.

These actions had ensured that the practice was operating safe systems and was now ensuring that requirements relating to safe recruitment were now being met.

Management of medicines

During our inspection on the 22 June 2016, we found that the practice had an area relating to the management of medicines where they should make improvements. We advised the provider that they should ensure the security of prescriptions forms in printers are reviewed and addressed.

On this inspection, the provider told us that a lock has been fitted on one of their printers and they were assessing its effectiveness. The provider had obtained feedback from one of the GPs and had planned to fit similar locks on all its printers by the end of September 2016. The provider also sent us evidence to confirm this.