

Scarborough Medical Group

Inspection report

463A Scalby Road
Scarborough
North Yorkshire
YO12 6UB
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www.scarboroughmedicalgroup.co.uk

Date of inspection visit: 24 April 2019
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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 location

Good 

Are services safe?

Good 

Overall summary

We carried out a focussed responsive inspection of Scarborough Medical Group on 23 May 2019. This inspection was in response to concerns raised anonymously with the Care Quality Commission. During this inspection we inspected the areas highlighted to us as concerns, which were in the safe domain only.

We inspected the main surgery, Danes Dyke Surgery, 463a Scalby Road, Scarborough, North Yorkshire, YO12 6UB. We also inspected the branch sites, South Cliff Surgery, 56 Esplanade Road, Scarborough, North Yorkshire, YO11 2AU and Cloughton Village Surgery, 1 Station Lane, Cloughton, North Yorkshire, YO13 0AD. Danes Dyke Surgery and Cloughton branch surgery are both dispensing surgeries.

The service had previously been inspected on 6th November 2014 and was rated as good across all domains and populations groups.

This report covers our findings in relation to the areas raised as concerns only.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and

information from the provider and other organisations.

We have rated this practice as good in the safe domain.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- There was an open and transparent approach to safety and a system in place for reporting and recording significant events.
- The practice had clearly defined and embedded systems to minimise risks to patient safety.
- The systems and processes in place to keep children safe and safeguarded from abuse required improvement. Following the inspection, we were provided with evidence that the issues identified had been rectified.

Our key findings were as follows;

- The inspection highlighted a problem with access to safeguarding children information on the computer system for certain clinicians. We were shown evidence that this was rectified and shared in the wider locality to ensure it was not happening elsewhere.
- Safeguarding multi-disciplinary team meetings were not routinely held and the safeguarding children register was not up to date. Following the inspection, we were shown evidence that the practice had organised multi-disciplinary team meetings to discuss safeguarding issues and updated the child safeguarding register.
- Recruitment and induction checks were carried out in accordance with regulations.
- Premises, equipment and health and safety records were all up to date.
- Appropriate standards of cleanliness and hygiene were met and there was an action plan in place for any infection prevention and control issues identified by audit.
- Staff we spoke with were aware of their duty to maintain patient confidentiality and were up to date with information governance training.
- The practice had systems for the appropriate and safe use of medicines, including medicines optimisation.
- Dispensary services had standard operating procedures and staff who dispensed were appropriately trained for the role.

Whilst we found no breaches of regulations, the provider **should:**

Monitor the safeguarding children procedures that have been implemented to ensure they become embedded into practice.

Ensure that patient records are stored in lockable cabinets/rooms.

Population group ratings

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser, and two CQC inspectors including a medicines inspector.

Background to Scarborough Medical Group

Scarborough Medical Group is made up of three surgeries,

Danes Dyke Surgery, 463a Scalby Road, Newby, YO12 6UB (main surgery) (dispensing)

Opening times are Monday to Friday 8am to 6.30pm

South Cliff Surgery, 56 Esplanade Road, Scarborough, YO11 2AU (branch)

Opening times are Monday to Friday 8am to 6pm

Cloughton Surgery, 1 Station Lane, Cloughton, YO13 0AD (branch) (dispensing)

Opening times are Monday, Wednesday and Thursday 9am to 1pm and Tuesday and Friday 2pm to 4pm

The website address is
www.scarboroughmedicalgroup.co.uk.

The practice provides General Medical Services (GMS) under a locally agreed contract with NHS Scarborough and Ryedale Clinical Commissioning Group for patients living in Scarborough and surrounding areas. The practice is registered with the Care Quality Commission to provide the following regulated activities:

- Treatment of disease, disorder or injury
- Diagnostics and screening procedures
- Surgical Procedures
- Family Planning
- Maternity and Midwifery

There are four GP partners, three male and 1 female and six salaried GPs all female. There are three nurse practitioners, three practice nurses and a treatment room nurse. There are three health care assistants and a phlebotomist. The team are led by a practice manager, assistant practice manager, patient services team leader and nurse manager. The practice is supported by a range of administration and reception staff. All staff rotate around the three surgeries.

Scarborough Medical Group were last inspected by the Care Quality Commission in November 2014 and found to be good overall.

When the practice is closed patients can ring the GP out of hours service via NHS 111, provided by Vocare.