

Brook Square Surgery

Quality Report

Trafalgar House
41 – 44 Trafalgar Street West
Scarborough
YO12 7AS
Tel: 01723 360098
Website: www.brooksquaresurgery.co.uk

Date of inspection visit: 25/11/2015
Date of publication: 05/05/2016

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

Are services safe?

Good



Summary of findings

Contents

Summary of this inspection

	Page
Overall summary	2
The five questions we ask and what we found	3

Detailed findings from this inspection

Why we carried out this inspection	4
Detailed findings	5

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of this practice on 12 November 2014. A breach of legal requirements was found. After the comprehensive inspection, the practice wrote to us to say what they would do to meet legal requirements in relation to ensuring that all staff had the appropriate medical indemnity insurance in place and responding to a known risk.

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

Our key findings across the area we inspected were as follows:

The provider had completed all the actions within the action plan that was put in place and provided to CQC at the time of the comprehensive inspection. They demonstrated they had closely monitored the management of the identified risk in a timely and appropriate way. There was clear evidence of involvement and consultation with NHS England and CQC throughout.

A range of actions had been put in place and embedded within the practice to avoid a recurrence of such an event.

The provider demonstrated that they had met the legal requirements.

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 provided us with evidence to demonstrate they completed all the actions within the action plan that was put in place and provided to CQC at the time of the comprehensive inspection. They demonstrated they had closely monitored the management of the identified risk in a timely and appropriate way. They had taken immediate action to mitigate the immediate risk. There was clear evidence of involvement and consultation with NHS England and CQC throughout.

A wide range of actions had been put in place and embedded within the practice to avoid a recurrence of such an event.

Good



Brook Square Surgery

Detailed findings

Why we carried out this inspection

We undertook a desk based focused inspection of Brook Square Surgery on 27 November 2015. This inspection was

carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 12 November 2014 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.

Are services safe?

Our findings

The provider provided us with evidence to demonstrate they had completed all the actions within the action plan that was put in place and provided to CQC at the time of the comprehensive inspection. They demonstrated they had closely monitored the management of the identified risk in a timely and appropriate way. They had taken immediate action to mitigate the immediate risk. There was clear evidence of involvement and consultation with NHS England and CQC throughout.

A wide range of actions had been put in place and embedded within the practice to avoid a recurrence of such an event. These included:

- A diarised reminder system and entry log put in place for at least four weeks prior to the expiry of any medical indemnity insurance certificate to allow any necessary

paperwork to be completed prior to transferring between indemnity providers. Original and copies to be kept by the practice manager and the staff member who the insurance related to.

- System put in place so that new GPs joining the practice provided a copy of their existing indemnity policy certificate and the renewal dates diarised accordingly.
- At the time of insurance renewal the certificates were taken to a practice meeting and countersigned to double check the number of sessions were correct for indemnity insurance cover required.
- The practice reiterated with all staff the importance of reading and responding to practice e-mails.
- The practice whistleblowing policy was updated and discussed with staff. They promoted the practices culture of openness and the importance of raising concerns.