

Dr G R Murray and Partners

Inspection report

Ulverston Community Health Centre
Stanley Street
Ulverston
Cumbria
LA12 7BT
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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

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Dr GR Murray and Partners on 3 May 2018. The overall rating for the practice was good, but was rated as requires improvement for providing safe services. The full comprehensive report on the May 2018 inspection can be found by selecting the 'all reports' link for Dr GR Murray and Partners Surgery on our website at www.cqc.org.uk.

This inspection was a desk based review carried out on 18 September 2018 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 3 May 2018. This report covers our findings in relation to those requirements.

The practice is rated as good overall including for providing safe services.

Our key findings were as follows:

- The practice had reviewed their recruitment policy.
- The practice had addressed the arrangements for Patient Group Directions and had a risk assessment for emergency medicines held at the practice.

At our previous inspection in May 2018 we told the provider they should make improvements in several areas. We saw at this inspection that improvements had been made;

- Staff who acted as chaperone had received a Disclosure and Barring check.
- The learning needs of staff had been addressed and a log of training carried out was supplied.

There was one area where the provider still needed to make improvements. At our previous inspection in May 2018 we told the practice they should review their process for carrying out staff appraisals. At this desk top review we saw the provider had devised a plan for future staff appraisals which included the dates they were to be carried out. However, this was a plan for future appraisals which had not yet been implemented.

Therefore the provider **should**:

- Continue to plan and carry out staff appraisals.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Our inspection team

The inspection was carried out by a CQC lead inspector.

Background to Dr G R Murray and Partners

Dr G R Murray and Partners is registered with the Care Quality Commission to provide primary care services. The practice provides services to around 10,800 patients from one location; Ulverston Community Health Centre, Stanley Street, Ulverston, Cumbria, LA12 7BT we visited this location as part of this inspection.

Ulverston Community Health Centre is located on the first floor in purpose built premises which is shared with another GP practice and secondary care services. There is a car park beside the practice, dedicated disabled parking bays, a lift and step-free access.

The practice has five GP partners and four salaried GPs (five female and four male), whole time equivalent (WTE) 6.9. There are four practice nurses, WTE 3.6, and four healthcare assistants WTE 2.2. There is a business manager and three other supervisors WTE 3. There are 22 staff, who undertake administration duties, WTE 16.6.

The practice is a training practice which has GP trainees allocated to the practice (trainees are fully qualified

doctors allocated to the practice as part of a three-year postgraduate general practice vocational training programme). The practice teaches medical students (third and fifth year).

The practice opening times are 8:00 to 18:30 Tuesday to Friday and Monday 8:00 to 20:00. Appointments are available 8:40 – 11:40, 14:30 to 17:30 Tuesday to Friday and Monday 8:40 – 11:40, 14:30 to 19:20.

Cumbria Health on Call (CHOC) offer extended hours opening for patients Monday to Friday 18:30 to 22:00 and Saturday and Sundays 9:00 until 13:00 from hubs in Barrow in Furness and Kendal. When this service is not provided patients requiring urgent medical care can contact the out of hours provided by the NHS 111 service.

The practice is part of NHS Morecambe Bay clinical commissioning group (CCG). The practice provides services based on a General Medical Services (GMS) contract agreement for general practice.

Information from Public Health England placed the area in which the practice is located in the seventh most deprived decile.

Are services safe?

At our previous inspection on 3 May 2018, we rated the practice as requires improvement for providing safe services as the arrangements in respect of medicines management and recruitment were not satisfactory.

These arrangements had significantly improved when we undertook our desk-based review on 18 September 2018. The practice is now rated as good for providing safe services.

Safety systems and processes

- At our previous inspection we saw that references were not being sought for new members of staff and there were no interview notes available. At this desk-based review, the practice told us they had not recruited any new staff since our inspection, however, they had reviewed their recruitment policy. The policy stated that the practice, on recruiting staff, would now request two written references, one from the previous employer and that interview notes from staff interviews would be retained.
- Previously there was no risk assessment in place as to why some members of non-clinical staff had not received a DBS check (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). At this desk-based review the practice advised us that all staff had now received a DBS check, other than those on maternity or long-term sickness leave. They forwarded us a log from a company they had used to carry out the DBS checks which confirmed the date these had been completed.

Safe and appropriate use of medicines

- At our previous inspection we saw that Patient Group Directions (PGDs) did not comply with legal requirements or national guidance as some were not dated or signed by either a prescriber or the healthcare professional using the direction. For this desk-based review the practice sent us a spreadsheet with all PGDs listed on it and the dates they were valid from and to and, the date the relevant healthcare professional had signed the PGD. The practice sent us an electronic sample of two PGDs to show where they had been signed.
- Previously we saw that there was no risk assessment to determine which emergency medicines were suitable for the practice to stock. Following our inspection the practice sent us a full risk assessment of emergency medicines which the practice would hold and the rationale as to why.