

# The Leith Hill Practice

## Quality Report

The Old Forge Surgery,  
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Dorking,  
Surrey  
RH5 5EN

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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 at The Leith Hill Practice on 21 April 2016. The overall rating for the practice was good. However, during this inspection we found breaches of legal requirements and the provider was rated as requires improvement under the safe domain. The full comprehensive report for the April 2016 inspection can be found by selecting the 'all reports' link for The Leith Hill Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Following this inspection the practice sent to us an action plan detailing what they would do to meet the legal requirements in relation to the following:-

- Ensuring that infection control audits were documented and completed in the required timeframes. Where needed action plans were created with dates for completion which were monitored.
- Ensuring that security measures for controlled drugs were reviewed to include the secure storage of keys when the practice was closed.

This inspection was an announced focused inspection carried out on 01 February 2017 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 21 April

2016. The focused inspection has determined that the provider was now meeting all requirements and is now rated as good under the safe domain This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Our key findings were as follows:

- The practice's infection control lead was the practice nurse. We saw evidence of their advanced training for infection control. Infection control audits were undertaken every six months and there had been a recent Infection control audits in May and December 2016. We saw that actions had been recorded to address any concerns found and these were regularly discussed at meetings. All staff had received training on infection control.
- The practice had reviewed security measures in place for controlled drugs. We saw evidence that only authorised staff had access to controlled drugs and that keys to the controlled drugs cabinet were stored securely in a separate key safe.

In addition we saw evidence of:

- The recording of minutes and actions from partner meetings held. These were then disseminated to staff not present to support shared learning.

# Summary of findings

**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?**

At our previous inspection in April 2016 the practice had been rated as requires improvement for providing safe services. Concerns related to infection control audits and the secure access to controlled drugs within the dispensary.

At this focussed inspection in February 2017, we found the provider had addressed the concerns and is now rated as good.

- Infection control audits were undertaken every six months and there had been a recent infection control audit in December 2016. We saw that actions had been recorded to address any concerns found. The practice's infection control lead was the practice nurse and we saw evidence of their advanced training. All staff had received training on infection control.
- The practice had reviewed security measures in place for controlled drugs. We saw evidence that only authorised staff had access to controlled drugs and that keys to the controlled drugs cabinet were stored securely in a separate key safe.

Good



# The Leith Hill Practice

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

## Background to The Leith Hill Practice

The Leith Hill Practice offers personal medical services to the population of Dorking in Surrey and the surrounding area. There are approximately 8,000 registered patients. The Leith Hill Practice has a main site and a smaller branch surgery; both surgeries are able to dispense medicines to those patients living outside a one mile radius of a local pharmacy.

The Leith Hill Practice is run by four partner GPs (two male and two female). The practice is also supported by a salaried GP, a nurse practitioner, three practice nurses and three phlebotomists. The practice also has a team of administrative staff and manager, a team of receptionists and manager and part time finance assistant, business manager and practice manager. There is a dispensing team consisting of two managers and 12 dispensing staff.

The Leith Hill Practice is a training practice for GP trainees and FY2 doctors. (FY2 doctors are newly qualified doctors who are placed with a practice for 4 months and will have their own surgery where they see patients)

The practice runs a number of services for its patients including asthma reviews, child immunisation, diabetes reviews, new patient checks and holiday vaccines and advice.

Services are provided from two locations - :

#### Main Surgery

The Old Forge Surgery, 168 The Street, Capel, Dorking, Surrey RH5 5EN

Opening Hours are Monday to Friday 8am to 6.30pm

The surgery is able to offer evening appointments Monday to Thursday from 6.30pm to 7pm

#### Branch Surgery

Northbrook Surgery, Warwick Road, South Holmwood, Dorking, Surrey, RH5 4NP

Opening Hours are Monday to Friday 8am -1pm

During this inspection we visited The Old Forge Surgery. We did not inspect the branch surgery – Northbrook Surgery.

During the times when the practice is closed, the practice has arrangements for patients to access care from an out of hours provider. Patients are provided information on how to access the out of hours service by calling the surgery or viewing the practice website.

The practice population has a higher number of patients aged between 45 to 79 years of age than the national and local clinical commissioning group (CCG) average. The practice population shows a lower number of patients aged from birth to 9 and 15 to 39 years of age than the national and local CCG average. The percentage of registered patients suffering deprivation (affecting both adults and children) is lower than the average for England. Less than 10% of patients do not have English as their first language.

# Detailed findings

## Why we carried out this inspection

We undertook a comprehensive inspection of The Leith Hill Practice on 21 April 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 with requires improvement in the safe domain. The full comprehensive report following the inspection on April 2016 can be found by selecting the 'all reports' link for The Leith Hill Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up focused inspection of The Leith Hill Practice on 01 February 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.

## How we carried out this inspection

We carried out a focused inspection of The Leith Hill Practice on 01 February 2017. During our visit we:

- Spoke with a the practice manager and dispensary staff
- Reviewed infection control information and audits
- Reviewed where controlled drugs were stored
- Reviewed policies and procedures

# Are services safe?

## Our findings

At our previous inspection on 21 April 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of infection control audits and the secure access to controlled drugs within the dispensary were not adequate.

These arrangements had significantly improved when we undertook a focused inspection on 01 February 2017. The practice is now rated as good for providing safe services.

### Overview of safety systems and process

The practice maintained appropriate standards of cleanliness and hygiene. The practice nurse had the role of infection control clinical lead. We saw evidence of advanced training undertaken for infection control leads. The infection control lead liaised with the local infection prevention teams to keep up to date with best practice and fed back to the practice. There was an infection control policy and staff had received infection control training

which included hand hygiene. Infection control audits were undertaken every six months and we reviewed the most recent audit conducted in December 2016. We saw evidence of written action plans resulting from the audit and information for any actions completed. We saw minutes of team meetings where infection control was discussed.

The practice held stocks of controlled drugs (medicines that require extra checks and special storage because of their potential misuse) and had procedures in place to manage these. Controlled drugs were stored securely and could only be access by authorised staff. Controlled drugs were stored within a locked cabinet within the dispensary. The key to the cabinet was stored separately in a key safe which could only be opened by authorised staff. The practice had also reviewed the storage of medicines waiting for patient collection and ensured that any medicines deemed to be sensitive were stored within the dispensary to prevent unauthorised access. We saw that the practice policy had been updated to reflect this change.