

Beechwood Surgery

Quality Report

The Old Bank Medical Centre
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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



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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection on Beechwood Surgery on 08 June 2017. The overall rating for the practice was good, although the practice was rated as requires improvement for safety. The full comprehensive report on the June 2017 inspection can be found by selecting the 'all reports' link for Beechwood Surgery on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on 28 March 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach identified in the requirement notice.

The practice is now rated as good for safe services, and overall the practice is rated as good.

Our key findings were as follows:

- The practice had taken action to address the concerns raised at the CQC inspection in June 2017. They had put measures in place to ensure they were compliant with regulations.

- Appropriate arrangements were in place to ensure staff were recruited safely.
- The practice had improved risk assessment arrangements; fire safety checks were completed and recorded; blind cords had been risk assessed and systems to monitor the schedule of cleaning by the outside agency employed by the practice had been introduced.

The areas where the provider should make improvements are:

- Continue to ensure risk mitigating actions are completed and recorded in a timely manner
- Cleaning schedules should be sufficiently detailed to reflect high risk areas of the practice.

Professor Steve Field (CBE FRCP FFPH FRCGP)
Chief Inspector of General Practice

Beechwood Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

This review was led by a CQC lead inspector.

Background to Beechwood Surgery

Beechwood surgery is based in Thornton Cleveleys, Lancashire. The practice is part of Fylde and Wyre Clinical Commissioning Group (CCG) and delivers services under a General Medical Services contract with NHS England

We did not visit the practice during this inspection but conducted a desk top review of evidence sent to us by the practice.

There are approximately 2400 patients on the practice list. The majority of patients are white British. A high number of patients have a long-standing health condition (71% compared to the national average of 53%) and 31% of

patients are aged over 65 years compared to the national average of 17%. Male life expectancy is 79 (same as national figure) and female life expectancy is 82 (1 year less than national figure).

Information published by Public Health England rates the level of deprivation within the practice population group as seven on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

There is easy access to the building and disabled facilities are provided. Consultation rooms are across the ground floor. There is a car park behind the building. There is one male GP and one regular male locum GP. There are two female practice nurses and one female health care assistant. There is a practice manager and a team of administrative/reception staff. The practice is a teaching practice for medical students.

The practice opening times are 8am until 6.30pm Monday to Friday. Extended hours are available until 8pm on Monday evenings.

Patients requiring a GP outside of normal working hours are advised to call NHS 111 service to access the out of hours service provided locally by Fylde Coast Medical Services.

Are services safe?

Our findings

We rated the practice as good for providing safe services.

At our previous inspection on 08 June 2017, we rated the practice as requires improvement for providing safe services as risk assessment arrangements in the areas including fire safety, blind cords and infection control were not sufficient to ensure the safety of service users receiving care and treatment. The safe recruitment of staff also required improvements.

These arrangements had improved when we undertook a desk top review of information submitted on 28 March 2018. The practice is now rated as good for providing safe services.

- At the inspection in June 2017, some risks to patients were assessed and managed. However there was no risk assessment regarding the use of blind cords. Fire Safety had been risk assessed in July 2015 but a number of mitigating actions had not been implemented or recorded.
- When we reviewed information submitted we saw that the practice had taken action to address these two areas. The practice had conducted a risk assessment of

blind cords within the practice and an up to date fire safety risk assessment had been conducted in August 2017. We were sent evidence that the practice had completed a number of actions identified in this report. The practice should ensure outstanding actions continue to be actioned and recorded in a timely manner.

- In June 2017, there was no system to monitor a schedule of cleaning of the practice
- When we reviewed information submitted this showed the outside agency recorded the cleaning undertaken so this could be monitored.
- At the inspection in June 2017 the practice recruitment policies did not detail pre-employment checks to reflect the requirements of schedule three and as a results pre-employment checks were inconsistent.
- The practice sent us a 'Risk assessment and employment checks policy' which detailed checks to be conducted when employing new members of staff. The practice provided assurances that these checks had been completed for two newly recruited members of staff. The new practice manager told us she would be implementing a checklist to further ensure checks were completed and recorded going forwards.