

The Saxon Spires Practice

Quality Report

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Date of inspection visit: 27 March 2017
Date of publication: 16/05/2017

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 Saxon Spires Practice on 9 August 2016. The overall rating for the practice was Good however a breach of legal requirements was found. After the comprehensive inspection, the practice wrote to us and submitted an action plan outlining the actions they would take to meet legal requirements in relation to:

- Regulation 12 (RA) Regulations 2014, Safe care and treatment.

The full comprehensive report of the inspection on 9 August 2016 can be found by selecting the 'all reports' link for The Saxon Spires Practice on our website at www.cqc.org.uk.

This inspection was a desk-based focused follow up inspection carried out on 27 March 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulation that we identified in our previous inspection on 9 August 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as 'Good'.

From the inspection on 9 August 2016, the practice was told they must:

- Strengthen procedures and confirm that they are carrying out the full range of tests required for each high risk medicine prior to prescribing to patients.
- Ensure good practice guidance and control measures were adopted to make sure adequate supply of oxygen was available for use in an emergency situation.

We also told the practice that they should make improvements to the follows areas:

- To the recording systems relating to safety alerts, and significant events. This was because at the time of the inspection a strategic overview of performance was not available.
- To the way staff were appraised. This was because at the time of the inspection five staff members (out of 40) had yet to be appraised.
- To the way practice specific policies were reviewed. This was because some policy documents we checked were undated.
- To the way patients were encouraged to attend for breast screening when invited. This was because not all patients (though attendance is voluntary) had responded to the invitation to attend.

Our key findings were as follows:

Summary of findings

- The practice had made the necessary changes to their procedures for managing high risk medicines.
- The practice had assured a process to ensure adequate supply of oxygen for use in an emergency situation.
- The practice confirmed that the recording systems relating to patient safety alerts had been changed and an overview of all alerts was now available.
- The practice verified that there was a new system in place to ensure staff appraisal and confirmed all staff has had an appraisal in the past 12 months.
- The practice specific policies had been reviewed and dated and they had introduced planned review dates for all policy moving forward.
- Measures were in place to encourage attendance for cancer screening by opportunistically reminding patients when they attended a GP appointment, and by hosting the mobile breast screening van on site.

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 on 9 August 2016, we rated the practice as requires improvement for providing safe services as the practice had not:

- Carried out the full range of tests required for each high risk medicine prior to prescribing to patients.
- Ensured good practice guidance and control measures to make sure adequate supply of oxygen was available for use in an emergency situation.

These arrangements had significantly improved when we undertook a follow up inspection on 27 March 2017. The practice is now rated as good for providing safe services.

Good



The Saxon Spires Practice

Detailed findings

Our inspection team

Our inspection team was led by:

The desk based focused inspection was completed by a CQC Lead Inspector supported by a CQC Pharmacist Specialist.

Background to The Saxon Spires Practice

The Saxon Spires Practice situated in Guilsborough, Northamptonshire, is a GP practice which provides primary medical care for approximately 14,900. A branch of this practice the Brixworth Surgery is located at Pytchley Court Health Centre, Brixworth. The practice maintains one patient list and patients can access either practice. We did not inspect the Brixworth branch at this time. Together they provide primary medical care to the residents of Guilsborough and Brixworth and surrounding areas.

The Saxon Spires Practice provides primary care services to local communities under a General Medical Services (GMS) contract, which is a nationally agreed contract between general practices and NHS England. The practice population is predominantly white British along with a small ethnic population of Asian and Eastern European origin.

The practice has six GPs partners (three female and three male) and four salaried GP (four female). The practice uses two regular locum doctors (two female). There are three practice nurses, a nurse advisor, two nurse prescribers (all females) and one assistant nurse practitioner (male). The nursing team is supported by three health care assistants (all females). There are two pharmacists attached to the

practice. There is a practice manager who is supported by a team of administrative and reception staff. The local NHS trust provides health visiting and community nursing services to patients at this practice.

The practice provides training to doctors studying to become GPs. It also supports undergraduate and postgraduate nurse education and provides mentoring to practice and community nurses during further training such as prescribing qualifications. Being affiliated to Warwick Medical School the practice supports the training of new doctors.

The Saxon Spires Practice is a dispensing practice and has a dispensary at this practice as well as at the Brixworth branch which are open during surgery times. There are nine dispensers supported by a dispensary manager across both sites.

Patient consultations and treatments take place on ground level. There is a car park outside the surgery with adequate disabled parking available.

The practice is open Monday to Friday from 8am to 6.30pm except on Tuesday and Thursday when the practice is open from 7am. The practice offers extended opening on the first Saturday of each month from 8am till 10am. The practice offers a variety of access routes including telephone appointments, on the day appointments and advance pre bookable appointments.

When the practice is closed services are provided by Integrated Care 24 Limited via the 111. service.

Detailed findings

Why we carried out this inspection

We undertook a desk based focused inspection of The Saxon Spires Practice on 27 March 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 desk-based focused inspection of The Saxon Spires Practice on 27 March 2017. This involved reviewing evidence that:

- The full range of tests required for each high risk medicine had been carried out prior to prescribing to patients.
- Good practice guidance and control measures had been followed to make sure adequate supply of oxygen was available for use in an emergency situation.
- There were embedded systems in place to ensure routine staff appraisals.
- Appropriate processes were in place to review practice specific policies.
- Systems were in place to encourage patients to attend for breast screening when invited.

Are services safe?

Our findings

At our previous inspection on 9 August 2016, we rated the practice as requires improvement for providing safe services as the practice had not:

- Carried out the full range of tests required for each high risk medicine prior to prescribing to patients.
- Ensured good practice guidance and control measures to make sure adequate supply of oxygen was available for use in an emergency situation.

These arrangements had significantly improved when we undertook a follow up inspection on 27 March 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and process

Following the inspection the practice provided an action plan and evidence that showed the full range of tests

required for each high risk medicine had been carried out prior to prescribing to patients. We reviewed the practice protocols for testing patients receiving high risk medicines together with audits carried out in the previous four weeks which showed patients who received high risk medicines were being monitored on an ongoing basis as needed.

Arrangements to deal with emergencies and major incidents

Following the inspection the practice provided an action plan and evidence to show that they had strengthened the protocol and control measures to make sure adequate supply of oxygen was available for use in an emergency situation. We reviewed the practice protocol and the oxygen checking logs for the past three months and found the availability of oxygen had been checked twice daily as specified in the protocol.