

Drs Robertson-Ritchie, de Caestecker, Mukherjee, Mah and Meera Patel

Quality Report

The New Surgery
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Folkestone,
Kent
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Date of inspection visit: We have not revisited Drs Robertson-Ritchie, de Caestecker, Mukherjee, Mah and Meera Patel as part of this review because it was able to demonstrate that it was meeting the standards without the need for a visit.
Date of publication: 03/11/2016

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

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

In May 2016, during an announced comprehensive inspection of Drs Robertson-Ritchie, de Caestecker, Mukherjee, Mah and Meera Patel, we found issues relating to the practice's recruitment process for new employees.

During this inspection in May the practice had informed us, that they did not routinely collect employment and character references for new members of staff, including clinical members of staff for example GPs and Nurses. This was assessed as being in breach of the Health and Social Care Act 2008 Regulations. As a result the practice was rated as requiring improvement for safe services. It was rated as good for effective, caring, responsive and well led services, and awarded an overall rating of good.

Following the inspection the provider sent us an action plan detailing how they had reviewed and were now following their updated recruitment policy, ensuring that employee and character references were sought for all new members of staff. The practice also provided retrospective employee and character references for staff employed within the last three years.

We carried out a focused inspection of the practice in September 2016 to ensure these changes had been implemented and that the service was meeting regulations.

We found the practice had made improvements since our last inspection in May 2016, and that it was meeting the regulation relating to assessing that all staff employed were of good character, which had previously been breached.

Following this focused inspection we have rated the practice as good for providing safe services. The overall rating for the practice remains as good.

This report should be read in conjunction with the full inspection report of 10 May 2016. A full copy of the report can be found on the CQC website at: www.cqc.org.uk.

At this inspection we found:

- The practice had sourced retrospective references for staff employed within the last three years.
- The practice had ensured that systems were in place in order that all staff recruited were of good character.
- The practice had reviewed its updated policy and procedures relating to staff and recruitment checks, and was now following this.

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 practice is rated as good for providing safe services.

Since our last inspection in May 2016, the practice was found to have undertaken work to address previous issues with its recruitment process for new employees by:

- Sourcing retrospective references for staff employed within the last three years.
- Ensuring systems were in place to gain an employment and character reference for all newly recruited members of staff.
- Reviewing policy and procedures relating to staff recruitment checks.

Good



Drs Robertson-Ritchie, de Caestecker, Mukherjee, Mah and Meera Patel

Detailed findings

Our inspection team

Our inspection team was led by:

Our follow up desk top inspection was undertaken by a CQC Assistant Inspector.

Background to Drs Robertson-Ritchie, de Caestecker, Mukherjee, Mah and Meera Patel

Drs Robertson-Ritchie, de Caestecker, Mukherjee, Mah and Meera Patel, also known as The New Surgery, delivers services from purpose built premises in a residential part of Folkestone. There are approximately 9,500 patients on the practice list. The practice population is close to national averages but the surrounding area has a higher than average amount of people living in deprived circumstances. There are fewer elderly patients on the practice list than the national average and more children under the age of nine.

The practice holds General Medical Service contract and consists five GP partners (two female and three male) and one salaried GP (female). The New Surgery is a training practice so, alongside their clinical roles, two of the GP partners provide training and mentorship opportunities for

trainee GPs. There are three female practice nurses, two of whom are qualified independent prescribers, and two healthcare assistants (one female and one male). The GPs and nurses are supported by a practice manager and a team of administration and reception staff. A wide range of services and clinics are offered by the practice including asthma, diabetes and childhood immunisations.

The practice is open from 8.30am to 6.30pm. Morning GP appointments are from 9am to 11.30am and afternoon appointments are from 3.30pm to 5.50pm. The practice offers extended hours from 6.30pm to 8pm every Monday. The practice collaborates with other GPs in the area to provide urgent home visits with a paramedic practitioner and extended hours consultations for patients from 8am to 8pm at Queen Victoria Hospital hub, Folkestone. This service is funded by The Prime Minister's Challenge Fund.

An out of hours service is provided by Integrated Care 24 outside of the practice's open hours, and there is information available to patients on how to access this in the practice information leaflet and on the website.

Services are delivered from: The New Surgery, 128 Canterbury Road, Folkestone, Kent, CT19 5SR.

Why we carried out this inspection

We carried out a comprehensive inspection on 10 May 2016 and published a report setting out our judgements. The practice was overall rated as good. However, it was found

Detailed findings

to be requiring improvement in the safe domain. This was owing to employment and character references not being collected for staff as part of the recruitment process. We undertook a focused desk top inspection in September 2016 to ensure that the practice had taken the actions they told us they would make to comply with the regulations they were not meeting at the previous inspection. We have followed up to make sure the necessary changes had been made and found the provider was now meeting the fundamental standards included within this report. This report should be read in conjunction with the full inspection report.

How we carried out this inspection

We undertook a focused desk top inspection of The New Surgery in September 2016. This was carried out to ensure that the practice had completed the actions they told us they would take to comply with the regulations we found had been breached during an inspection in May 2016.

To complete this focused inspection we:

- Reviewed employment and character references for staff members employed from January 2013.
- Reviewed the updated New Employee Recruitment Policy.

Because this was a focused follow up inspection we looked at one of the five key questions we always ask:

- Is it safe?

Are services safe?

Our findings

When we inspected in May 2016 we reviewed three personnel files and found that not all the appropriate recruitment checks had been undertaken prior to employment. Whilst the files contained proof of identification, qualifications, registration with the appropriate professional body and the appropriate checks through the Disclosure and Barring Service, the practice told us they did not routinely collect employment references for new members of staff. There were no employment or character references in the staff files we reviewed.

Following publication of our report of the inspection, the practice provided an action plan of the changes they would complete and implement. Subsequently they provided us

with evidence that they had reviewed their recruitment policy, with regards to recruiting new members of staff. The practice also supplied references for members of staff employed after January 2013. We undertook a focused inspection in September 2016 to review these systems, and ensure the improvements had been completed. From our inspection we found:

Staffing and recruitment

- Risks to patients were assessed and well managed.
- The practice had reviewed its updated policy and procedures for recruiting new employees. Whilst the policy had been updated in April 2016, the practice had taken steps to demonstrate it was now complying with the guidance recorded in its policy and the Health and Social Care regulations previously breached.