

# Ms Christine Scully

## Quality Report

New Street  
Hill Top  
West Bromwich  
B70 0HN

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Date of inspection visit: 1 November 2017

Website: [www.newstreetsurgerywestbromwich.co.uk](http://www.newstreetsurgerywestbromwich.co.uk) Date of publication: 22/11/2017

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 Ms Christine Scully also known as New Street Surgery on 1 November 2016. The overall rating for the practice was good. However, we rated the practice requires improvement for providing safe care (one of the five questions we ask practice). The full comprehensive report on the November 2016 inspection can be found by selecting the 'all reports' link for New Street Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced focused inspection carried out on 1 November 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 on 1 November 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.

- The practice had made arrangements to keep a medicine recommended for use if a patient presented with suspected bacterial meningitis.
- The practice had a system in place to monitor the temperature of the medicines fridge.

**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 1 November 2016, we rated the practice as requires improvement for providing safe services as the practice did not hold supplies of a particular emergency medicine. We also found that the practice did not use a secondary thermometer in its vaccine fridge to cross check the accuracy of the main thermometer.

- At this inspection we saw that all relevant emergency medicines were available at the practice.
- The practice had a system in place to monitor the temperature of the medicines fridge.

**Good**



# Summary of findings

## The six population groups and what we found

We always inspect the quality of care for these six population groups.

# Ms Christine Scully

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

Our inspection team was led by a CQC Lead Inspector

## Background to Ms Christine Scully

Ms Christine Scully also known as New Street Surgery is located in Sandwell in the West Midlands. It is approximately five miles northwest of Birmingham. There is access to the practice by public transport from surrounding areas. There are parking facilities on site.

The practice currently has a list size of approximately 3100 patients. The practice holds a Personal Medical Services (PMS) contract which is a locally agreed contract between NHS England and a GP to deliver care to the public. The practice provides GP services commissioned by NHS Sandwell and West Birmingham Clinical Commissioning Group (CCG). A CCG is an organisation that brings together local GPs and experienced health professionals to take on commissioning responsibilities for local health services.

The practice is currently managed by a business manager. The practice has four regular sessional GP locums (2 female, 2 male). The GP locums are supported by two female practice nurses and a female health care assistant. The practice also employs a team of reception, clerical and administrative staff and a cleaner.

The practice is open on Mondays to Fridays from 8am to 6.30pm an. Appointments are available Monday to Thursday 9.30am to 12.30pm and 3pm to 5.30pm. Fridays 9.30am to 1pm, 3pm to 5.30pm. The practice takes part in

hub working arrangements where appointments are available at another site 6.30pm to 8pm Monday to Friday. Saturday appointments were available from 9am to 11.30am and Sunday from 10am to 12.30pm.

Outside of this cover, out of hours service is provided by Primecare. Patients can also contact NHS 111.

## Why we carried out this inspection

We undertook a comprehensive inspection of New Street Surgery 1 November 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement. The full comprehensive report following the inspection on Month Year can be found by selecting the 'all reports' link for New Street Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up focused inspection New Street Surgery on 1 November 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

During our visit we:

- Spoke with a the business manager and the practice nurse
- We looked at emergency medicines the practice held and looked at the practices process for monitoring the temperature of the medicines fridge.

## Detailed findings

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

# Are services safe?

## Our findings

At our previous inspection on 1 November 2016, we rated the practice as requires improvement for providing safe services as the practice did not hold supplies of a particular emergency medicine. We also found that the practice did not use a secondary thermometer in its vaccine fridge to cross check the accuracy of the main thermometer.

At this inspection we reviewed these arrangements and saw that improvement had been made.

### Overview of safety systems and process

We saw that a process was in place for ordering, storing and handling of vaccines. There was an appropriate process in place for temperature monitoring vaccine fridges this was in line with the guidance provided by Public Health England (PHE).

### Arrangements to deal with emergencies and major incidents

We looked at the emergency medicines available at the practice and saw that they were easily accessible to staff in a secure area of the practice, this included a medicine recommended for use if a patient presented with suspected bacterial meningitis. All the medicines we checked were in date and stored securely.