

Berwick Surgery

Inspection report

17 Berwick Road
Rainham
Essex
RM13 9QU
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Date of inspection visit: 19 March to 19 March 2019
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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 location

Good 

Are services safe?

Good 

Are services effective?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Berwick Surgery on 19 March 2019 as part of our inspection programme.

At the last inspection in March 2018 we rated the practice as **requires improvement** overall and for providing safe and effective services because:

- Staff had not been trained in relation to dealing with suspected cases of sepsis; there was no evidence that sepsis had been discussed at practice meetings and there was no formal guidance available to staff.
- The practice staff had not acted in accordance with its policy on monitoring uncollected prescriptions.
- There was no formal system to assess and profile risks for older patients who are frail or for monitoring patients' unplanned admissions to hospital.
- NHS health checks for patients aged over 75-years were not being provided.

At this inspection, we found that the provider had satisfactorily addressed these areas.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We have rated this practice as good overall and for all population groups.

We have rated the provider **good** in safe, caring, responsive and well-led because: -

We found that:

- The practice had clear systems, practices and processes to keep people safe and safeguarded from abuse.
- There was an open and transparent approach to safety and a system in place for reporting and recording significant events.
- There were adequate in systems to assess, monitor and manage risks to patient safety.

- Information about services and how to complain was available and easy to understand. Improvements were made to the quality of care as a result of complaints and concerns.
- The practice learned and made improvements when things went wrong.
- Staff had the information they needed to deliver safe care and treatment to patients.
- The provider was supported by an effective management and administration team.

We rated the practice as **requires improvement** for providing an effective service because:

- Although the practice had made improvements following the previous inspection in regard to the areas of older people, sepsis training for staff and monitoring uncollected prescriptions. At the time of the inspection, the practice was unable to fully demonstrate that all staff had the skills, knowledge and experience to carry out their roles.

The areas where the provider **must** make improvements are:

- Ensure persons employed in the provision of the regulated activity receive the appropriate support, training, professional development, supervision and appraisal necessary to enable them to carry out the duties.

Whilst we found no breaches of regulations, the provider **should**:

- Review the concerns of the patient participation group and respond appropriately.
- Review the take up of immunisations to children to ensure the practice achieves the national target of 90%.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCGPChief Inspector of Primary Medical Services and Integrated Care.

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector.
The team included a GP specialist advisor and a practice manager specialist advisor.

Background to Berwick Surgery

The GP practice is located at:-

17 Berwick Road

Rainham

Essex

RM13 9QU

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury.

The practice has a contract with the Havering Clinical Commissioning Group (CCG) and NHS England to provide primary medical services for 4,658 (2,282 male, 2,376 female) patients.

The provider is the only permanent GP at the practice, they are supported by a part-time practice nurse, a part-time practice manager and a team of administration staff.

The practice reception is open from 8am to 7pm Monday to Friday.

Booked face to face appointments are available: -

- Monday 9:30am to 5:30pm with the GP.

- Tuesday, Wednesday and Thursday 9am to 10am and 2pm to 5.30pm by the advanced nurse practitioner
- Friday 9am to 5:20pm by a locum GP.
- The practice nurse and health care assistant also offer appointments on a Monday and Tuesday.

Urgent and telephone appointments were available from Monday to Friday.

The practice is part of the GP hub that offers out of hours appointments between 6pm and 10pm on week days and between 8am to 8pm on weekends. Patients are also advised to use the emergency services for example 111 when the GP hub is closed.

The practice catchment area is classed as being within one of the less deprived areas in England. The practice scored seven the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. People living in more deprived areas tend to have greater need for health services.

National General Practice Profile describes the practice ethnicity as being 86.9% white British, 4.2% Asian, 6.2% black, and 2.1% mixed and 0.5% other non-white ethnicities. The area has 53% of patients with longstanding health conditions which is slightly higher than the local care commissioning group average of 48%.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 18 HSCA (RA) Regulations 2014 Staffing
Maternity and midwifery services	How the regulation was not being met...
Treatment of disease, disorder or injury	<p>The service provider had failed to ensure that persons employed who are registered with a health care or social care regulator, were enabled to provide evidence to the regulator in question demonstrating, where it is possible to do so, that they continued to meet the professional standards which are a condition of their ability to practise or a requirement of their role. In particular:</p> <p>On the day of the inspection the practice did not carry out formal notes review or observations of the practice of the advanced nurse practitioner's cases to ensure competency.</p> <p>Full evidence of the advanced nurse practitioners training was not available on the day of the inspection.</p> <p>Following the inspection, the practice sent information about staff training. This demonstrated that the practice had not monitored staff to ensure they had completed training.</p>