

The Village Practice

Inspection report

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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?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at The Village Practice on 15 January 2019 as part of our inspection programme.

The practice had merged with another local practice in April 2018 and were in the process of submitting changes to their CQC registration. Following the inspection, the practice submitted a formal request to CQC to change their registered name from The Village Practice to The Village Group Practice, Armthorpe Surgery & Auckley Surgery. This change took place on 30 January 2019.

There was an impact on the inspection in respect of the merger as some records could not be separated to ensure the evidence could be attributed solely to The Village Practice. This was because:

- The merger had involved changes to the IT system to merge the patient records and we were told some information from prior to the merger was not available due to this.
- The separate patient lists were now classed as one list and patients could access both sites for appointments so we could not be sure all the patient's comments received during the inspection were attributable to The Village Practice.
- Staff from both practices were now working as one team and worked across both sites as required. Management records and systems such as staff recruitment and training were in the process of being merged and reviewed to ensure a consistent approach. We were told some staff recruitment records remained at the other site.
- The policies and procedures were in the process of being reviewed and implemented across both sites.

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 good for all population groups.

We rated the practice as **requires improvement** for providing safe services because:

- The practice did not have clear systems and processes to assess and mitigate risks to keep patients safe.

We rated the practice as **good** for providing effective, caring, responsive services and well led services because:

- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Ensure care and treatment is provided in a safe way to patients

(Please see the specific details on action required at the end of this report).

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

- Review and implement the recruitment policy and procedures and records to evidence that staffs physical and mental health conditions, which are relevant to the staff ability to carry on, manage or work for the practice are considered as part of the recruitment process.
- Review and improve systems to monitor patients prescribed high risk medicines.
- Review and improve systems of appraisal for administration staff.
- Review and improve systems to monitor staff training.
- Review and improve patient access to the complaints procedure.

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

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

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.

Background to The Village Practice

The Village Practice is located in the Armthorpe area of Doncaster. The practice had merged with another local practice in April 2018 and are in the process of submitting changes to their CQC registration. (Since the inspection the practice has changed its name to The Village Group Practice, Armthorpe Surgery and Auckley Surgery) The practice served a population of approximately 5,800 patients which increased to 9,600 following the merger.

The practice has a General Medical Services (GMS) contract. This is the contract between general practices and NHS England for delivering services to the local community.

The practice provides services from a two-storey building, with all patient services being provided on the ground floor and is situated in one of the 6th least deprived areas nationally. We did not visit the location of the other merged practice as they were separately registered with CQC at the time of the inspection.

The staff group has increased as part of the merging services. The services are provided by three male and two female GPs, an advanced nurse practitioner, a diabetic specialist nurse, three practice nurses and two health care assistants. The clinical team are supported by a practice manager, assistant practice manager and a team of administrative and reception staff. Since the merger the staff group work across both sites

The Village Practice offers a range of book on the day and pre-bookable appointments Mondays and Thursdays 8am to 6pm and 6.30pm to 7pm and Tuesdays, Wednesdays and Fridays 8am to 6pm and 7.30am to 8am.

When the practice is closed, out of hours cover for emergencies is provided by the NHS 111 service.

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 Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met...</p> <p>Assessments of the risks to the health and safety of service users of receiving care or treatment were not being carried out. In particular:</p> <ul style="list-style-type: none">• Written premises health and safety and security risk assessments had not been carried out other than for fire safety and Legionella. <p>The registered persons had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment. In particular:</p> <ul style="list-style-type: none">• Fire safety checks were not completed in line with timescales set out in the fire safety policy and procedure and had not been completed since October 2018.• Ongoing regular maintenance actions to minimise risk of Legionella as identified in the risk assessment action plan, such as monitoring water temperatures, had not been implemented. <p>Not all of the people providing care and treatment had the qualifications, competence, skills and experience to do so safely. In particular:</p> <ul style="list-style-type: none">• Staff had not received infection prevention and control training. <p>This was in breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>