

Dr P J Lightfoot & Partners

Quality Report

Biddulph Valley Surgery
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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 service

Good



Are services safe?

Good



Summary of findings

Contents

Summary of this inspection

Overall summary	2
The five questions we ask and what we found	3

Detailed findings from this inspection

Our inspection team	4
Background to Dr P J Lightfoot & Partners	4
Why we carried out this inspection	4
How we carried out this inspection	4
Detailed findings	6

Overall summary

Letter from the Chief Inspector of General Practice

We previously carried out an announced comprehensive inspection at Dr P J Lightfoot & Partners on 11 January 2017. The overall rating for the practice was as 'Good' with requires improvement for providing a safe service. The full comprehensive report for the 11 January 2017 inspection can be found by selecting the 'all reports' link for Dr P J Lightfoot & Partners on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 18 July 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulation identified in our previous inspection on 11 January 2017. This report covers our findings in relation to those requirements.

Overall the practice is rated as Good.

Our key findings were as follows:

- The provider had ensured there were effective arrangements in place to ensure that vaccines and other medicines stored in the refrigerators are stored at the correct temperatures and appropriate records were maintained.
- The practice had implemented processes to improve the recruitment process prior to staff commencing work at the practice.
- The practice had improved training access for all staff in adult safeguarding and the Mental Capacity Act 2005.

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 a safe service.

- The provider had ensured there were effective arrangements in place to ensure that vaccines and other medicines stored in the refrigerators are stored at the correct temperatures and appropriate records were maintained.
- The practice had implemented processes to improve the recruitment process prior to staff commencing work at the practice.
- The practice had improved training access for all staff in adult safeguarding and the Mental Capacity Act 2005.

Good



Dr P J Lightfoot & Partners

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a GP specialist advisor.

Background to Dr P J Lightfoot & Partners

Dr P J Lightfoot & Partners is registered with the Care Quality Commission (CQC) as a partnership provider. The practice holds a General Medical Services contract with NHS England and is located in Biddulph, Staffordshire. The practice is located in a new purpose built medical centre which is not owned by the practice. There is parking with some of the patients living within walking distance and there is access to public transport. There are 10,050 patients on the practice list. The practice scored four on the deprivation measurement scale, the deprivation scale goes from one to ten, with one being the most deprived. People living in more deprived areas tend to have a greater need for health services.

The practice team comprises:

- 4 GP partners and a salaried GP who provide 3.23 whole time equivalent (WTE) hours
- 3 Nurse Practitioners who provide 2.43 WTE hours.
- 3 Practice Nurses who provide 2.26 WTE hours
- 2 Healthcare Assistants who provide 0.96 WTE hours.
- 1 Practice Manager who provides 0.94 WTE hours
- 1 Deputy Practice manager who provides 0.99 WTE hours
- 1 Clinical Services Manager who provides 0.83 WTE hours

- 1 Clinical Services Facilitator who provides 0.64 WTE hours
- 1 Workflow Administrator who provides 0.99 WTE hours
- 2 Secretarial staff who provide 1.5 WTE hours
- 8 reception and administration support staff who provide 5.94 WTE hours.

The practice works closely with the clinical commissioning group (CCG). The practice is a teaching practice and provides a placement for medical students. The practice is open from 8am to 6.30pm, four days a week and from 8am to 1pm on a Thursday. Appointments can be booked by walking into the practice, by the telephone and on line. Patients requiring a GP outside of normal working hours are advised to contact the NHS 111 GP out of hour's service provided by Staffordshire Doctors Urgent Care. This is a service commissioned by North Staffordshire Clinical Commissioning Group.

Why we carried out this inspection

We previously undertook a comprehensive inspection of Dr P J Lightfoot & Partners on 11 January 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good with requires improvement for providing a safe service. The full comprehensive report following the inspection on 11 January 2017 can be found by selecting the 'all reports' link for Dr P J Lightfoot & Partners on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Dr P J Lightfoot & Partners on 18 July 2017. This inspection was carried out to confirm that the practice was meeting legal requirements.

Detailed findings

How we carried out this inspection

Before our inspection we reviewed a range of information we held about the practice.

During our inspection we:

- Spoke with the practice manager, a GP partner and a nurse practitioner.

- Reviewed an anonymised sample of the treatment records of patients.
- Looked at information the practice used to deliver care and treatment.

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 11 January 2017, we rated the practice as requires improvement for providing a safe. This was because:

- The provider did not have effective arrangements in place to ensure that vaccines and other medicines stored in the refrigerators were stored at the correct temperatures and that appropriate records were maintained.
- Improvements in the recruitment process were required to ensure staff were recruited safely and checks carried out prior to staff commencing employment at the practice.
- Staff needed to have access to training in adult safeguarding and the Mental Capacity Act 2005.

We issued a requirement notice in respect of Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment and Regulation 19 HSCA (RA) Regulations 2014 Fit and proper persons employed. We found arrangements had significantly improved when we undertook a follow up inspection of the service on 18 July 2017. The practice is now rated as good for providing a safe service.

Overview of safety systems and processes

During the inspection on 11 January 2017 inspection we found that a few members of clinical and non-clinical staff had not received training in adult safeguarding or the Mental Capacity Act 2005. The practice demonstrated that following the inspection the Practice Manager and lead GP for safeguarding reviewed adult safeguarding training for all staff. They provided an in-house update training session for all staff. We reviewed staff training records and found staff were up to date with their adult safeguard training and had received training in the Mental Capacity Act 2005.

We found at the inspection on 11 January 2017 that all the required pre-employment recruitment checks had not been undertaken for some of the staff employed. On 18 July 2017 we reviewed two newly recruited staff records and a longer term member of staff. We found that the appropriate pre-employment recruitment checks had been

undertaken. These included for example, medical indemnity, references, a criminal record check through the disclosure and barring system (DBS), professional registration checks and verification of qualifications.

At the Care Quality Commission inspection in January 2017 we saw that the arrangements for managing medicines, including emergency drugs and vaccinations, may not have always kept patients safe. For example, appropriate recording and documenting fridge temperatures by following the policy and that the fridges were not main-wired and there was no notice in place to ensure they were not accidentally turned off. Following the inspection the practice provided evidence that this had been addressed by improving the process for regular monitoring and the purchase of data loggers. A data logger is an electronic recording instrument that monitors and reports various changes in environmental conditions over time. During the focused follow up inspection on 18 July 2017 we saw that significant improvements had been made this was because:

- Medicine fridges could not be accidentally unplugged.
- Staff followed their policy on safe monitoring and recording of fridge temperatures.
- Data loggers were used in each of the fridges to monitor the fridge temperatures over time.

We found however that the minimum and maximum settings on two of the fridges were set below the expected range of two degrees Celsius (1.6), and above eight degrees Celsius, (8.8). The practice staff informed us they did not set the specialist medicine fridge temperature ranges the manufacturer did. The practice spoke with the manufacturer who wrote an email to the practice stating the fridges were pre-set at a minimum of 1.9 and maximum of 8.1 degrees Celsius. The practice requested a service on these fridges to ensure optimal temperatures.

We found that the data loggers recorded the medicine fridge temperatures at six hour intervals. We saw there were temperatures of over 8.1 degrees Celsius on three consecutive six hour intervals in May and June 2017. The practice had sought advice from Public Health England on whether action was required in respect of the medicines stored in the particular fridges and this advice was followed.