

The Orchard Surgery

Quality Report

1 Purewell Cross Road
Christchurch

Dorset

BH23 3AF

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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

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out a desktop review of the Orchard Surgery on 16 September 2016. This review was performed to check on the progress of actions taken following an inspection we made in May 2016. Following that inspection the provider sent us an action plan which detailed the steps they would take to meet their breach of regulation. During our latest desktop review on 16 September 2016 we found the provider had made the necessary improvements.

This report covers our findings in relation to the requirements and should be read in conjunction with the report published in August 2016. This can be done by selecting the 'all reports' link for the Orchard Surgery on our website at www.cqc.org.uk

Our key findings at this inspection were as follows:

The practice had improved the governance systems ensuring that mandatory training was managed effectively so that patient safety was promoted and any risks that could affect the quality of care were reduced. This included the introduction of:

- A system to monitor training, which provided managers with an overview of all staff training at the practice.
- The inclusion of training needs and gaps as a standing item for discussion at GP partnership meetings.
- Oversight of fire safety training and drills was carried out by a named person and monitored at GP partnership meetings.
- Chaperone training was provided in July 2016 for all staff undertaking this role.
- Mental Capacity Act 2005 training was provided for 10 staff in July 2016.
- A fire drill took place across Christchurch Medical Centre in September 2016.

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 had improved the governance systems ensuring that mandatory training was managed effectively so that patient safety was promoted and any risks that could affect the quality of care are reduced. This included the introduction of:

- A system to monitor training, which provided managers with an overview of all staff training at the practice.
- The inclusion of training needs and gaps as a standing item for discussion at partnership meetings.
- An oversight of fire safety training and drills by a named person.
- Chaperone training which was provided in July 2016 for all staff undertaking this role.
- Mental Capacity Act 2005 training provided for 10 staff in July 2016.
- A fire drill which took place across Christchurch Medical Centre in September 2016.

Good



Summary of findings

What people who use the service say

We did not speak with patients for this desktop review.

The Orchard Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

Our review was undertaken by a CQC Inspector.

Background to The Orchard Surgery

We inspected the practice in May 2016 and found improvements were needed in the area of safety. The provider sent us an action plan which detailed the steps they would take to meet the breaches in regulation. During our latest desktop review on 16 September 2016 we found the provider had made the required improvements.

The Orchard Surgery is situated at Christchurch Medical Centre, working collaboratively with two other GP practices located there (Farmhouse Surgery and The Barn Surgery). The practice provides general medical services in Christchurch, Dorset. The area covered incorporates the coastal town, attracting temporary residents on holiday during the Summer months. There is low social deprivation in the area. At the time of the inspection in May 2016, there were 7271 patients on the practice list and the majority of patients are of white British background. The Orchard Surgery has nearly double the number of patients over 75 years (12.3% of the practice list) compared with the national average of 7.7%. There is a higher prevalence of chronic disease and life limiting illness for patients, with associated risks of isolation and vulnerability in old age. All of the patients have a named GP.

The practice has three GP partners and two salaried GPs (two male and three female). The practice uses the same GP locums for continuity where ever possible. The nursing team consists of ten female nurses. Four nurses are

qualified practice nurse and one is a nurse practitioner. All the practice nurses specialise in certain areas of chronic disease and long term conditions management. The Orchard Surgery is managed by a team shared with the other two practices at Christchurch Medical Centre. Leading the team is a strategic business manager and a practice support manager who are supported by administrative and reception staff. Some of these roles are shared across all three surgeries promoting close working with Farmhouse and Barn surgeries.

Orchard Surgery is an approved teaching practice with Health Education Wessex. Two GP partners are approved as trainers. The practice normally provides placements for trainee GPs and F2 trainees (qualified doctors in the second year of their foundation training). Teaching placements are provided for medical students. No students were at the practice at the time of the inspection.

The practice has an Action Management Before Emergency Risk team (AMBER) approach, which is co-ordinated on behalf of the other practices by a GP from Orchard Surgery. The team works across all three practices based at Christchurch Medical Centre. The purpose is to support vulnerable patients, provide home visits and proactive monitoring to avoid unplanned hospital admissions where ever possible. It comprises of two female nurses, three healthcare assistants and a dedicated administrator.

The practice is open 8.30am to 6.30pm Monday to Friday. Phone lines are open from 8.30am to 6.30pm, with the out of hours service picking up phone calls outside of these times. GP appointment times were available morning and afternoon every weekday. Extended opening hours are provided: early morning appointments are available from 7.30am every Tuesday, and evening appointments are available every Thursday from 6.30pm until 7.30pm. Telephone appointments are available Monday to Friday by

Detailed findings

arrangement. Patients are able to book routine appointments on line up to five weeks in advance. Information about this is listed on the practice website and patient information leaflet.

Opening hours of the practice are in line with local agreements with the clinical commissioning group. Patients requiring a GP outside of normal working hours are advised to contact the out of hours service provided by the out of hours service in Dorset. The practice closes for two afternoons a year for staff training and information about this is posted on the practice website.

The practice has a General Medical Service (GMS) contract.

The following regulated activities are carried out at the practice: Treatment of disease, disorder or injury; Surgical procedures; Family planning; Diagnostic and screening procedures; Maternity and midwifery services. These are carried out at the following location;

1 Purewell Cross Road

Christchurch

Dorset

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Why we carried out this inspection

We carried out this desktop review of the Orchard Surgery on Friday 16 September 2016 under Section 60 of the

Health and Social Care Act 2008 as part of our regulatory functions. The inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, and to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014. We reviewed documentation sent to us by the practice to check on the progress of actions taken following the comprehensive inspection we completed in May 2015.

At our previous inspection in May 2015 the effective, caring, responsive and well led domains were rated as good. Therefore, these domains were not covered as part of this desktop review. We did, however specifically review part of the safe domain, where we had previously found gaps. As all five domains were not inspected we were not able to rate the population groups at this desktop review.

How we carried out this inspection

We reviewed the action plan submitted by the practice, which outlined how the regulatory breaches were being addressed. We looked at documentary evidence submitted by the practice, including written verification from the management team that a whole site fire drill had taken place.

Are services safe?

Our findings

At the last inspection of the Orchard Surgery in May 2016, we found Governance systems in regard of patient safety were not effective in picking up gaps in training for staff in regard to the role and responsibilities of a chaperone, the Mental Capacity Act 2005 or fire safety.

At this desktop review, we found governance arrangements in regard of patient safety had been strengthened to ensure that any gaps in training were picked up and actioned to reduce any potential risks.

The practice provided evidence to show they had implemented a system providing the GP partners with oversight of all staff training. We reviewed a training matrix sent to us that had been implemented since May 2016. This

showed that some training updates had been provided since the last inspection in May 2016. This included chaperone training for appropriate staff undertaking the role, awareness of the Mental Capacity Act 2005 and fire safety. A fire record seen demonstrated that fire drills had been implemented. The action plan and management team verified that a whole site fire drill took place at the practice on 7 September 2016. The practice action plan stipulated that further fire safety training had been booked for staff and was due to be completed by the end of October 2016.

The management team verified that training had been added as a standing item at meetings with the GP partnership, so that any needs or gaps presenting a risk were discussed and actions agreed and then monitored.