

# Peter Street Surgery

## Quality Report

Peter Street  
Dover Kent CT16 1EF  
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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 an announced comprehensive inspection at Peter Street Surgery on 17 June 2015. Breaches of the legal requirements were found. Following the comprehensive inspection, the practice wrote to us to tell us what they would do to meet the legal requirements in relation to the breaches.

We undertook this focussed inspection on 21 July 2016, to check that the practice had followed their plan and to

confirm that they now met the legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Peter Street Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

### 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 comprehensive inspection on 17 June 2015 the practice had been rated as requires improvement for providing safe services.

- The practice had been unable to demonstrate there was a systematic approach to reporting, recording and monitoring significant events, incidents and accidents.
- The practice had been unable to demonstrate they were fully compliant with national guidance on infection control.

At our focussed follow-up inspection on 21 July 2016, the practice provided records and information to demonstrate that the requirements had been met.

- The practice has revised governance systems and was now able to demonstrate there was a systematic approach to reporting, recording and monitoring significant events, incidents and accidents.
- The practice had revised infection control systems and was able to demonstrate they were now fully compliant with national guidance on infection control.

Good



# Peter Street Surgery

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

## Background to Peter Street Surgery

Peter Street Surgery is situated in Dover, Kent and has a registered patient population of approximately 7,300. There are one third more patients registered over the age of 75 than the national average. Deprivation, including income deprivation, is slightly higher than the national average.

The practice staff consists of three GP partners (two male and one female), two female practice nurses, two female healthcare assistants, one practice manager as well as administration and reception staff. There is a reception and a waiting area on the ground floor. All patient areas are accessible to patients with mobility issues as well as parents with children and babies.

The practice is not a teaching or training practice (teaching practices take medical students and training practices have GP trainees and Foundation Year Two junior doctors).

The practice has a general medical services (GMS) contract with NHS England for delivering primary care services to local communities.

Primary medical services are provided Monday to Friday between the hours of 8am to 6.30pm. Extended hours surgeries are offered twice each week 6.30pm to 7.30pm.

Primary medical services are available to patients registered at Peter Street Surgery via an appointments system. There are a range of clinics for all age groups as well as the availability of specialist nursing treatment and support. There are arrangements with other providers (Integrated Care 24) to deliver services to patients outside of Peter Street Surgery's working hours.

Services are provided from Peter Street, Dover, Kent, CT16 1EF only.

## Why we carried out this inspection

We undertook an announced focused inspection of Peter Street Surgery on 21 July 2016. This inspection was carried out to check that improvements had been made to meet the legal requirements planned by the practice, following our comprehensive inspection on 17 June 2015.

We inspected this practice against one of the five questions we ask about services; is the service safe. This is because the service was not meeting some of the legal requirements in relation to this question.

## How we carried out this inspection

Before visiting, we reviewed information sent to us by the practice that told us how the breaches identified during the comprehensive inspection had been addressed. During our visit we spoke with the practice manager and reviewed information, documents and records kept at the practice.

# Are services safe?

## Our findings

### Learning and improvement from safety incidents

There was now an effective system for reporting and recording significant events.

- The practice had revised written guidance for staff to follow that helped them identify what constituted a significant event. For example, the significant events document. This guidance laid out the process the practice followed when reporting, recording and monitoring significant events.

We reviewed safety records, incident reports, patient safety alerts and minutes of meetings where these were discussed. We saw evidence that lessons were shared and action was taken to improve safety in the practice. For example, staff now checked names as well as dates of birth of patients when recording prescribed medicines in patients' records.

### Cleanliness and infection control

The practice had revised infection control systems and introduced the use of disposable curtains in all consulting rooms. Records showed that disposable curtains were changed every six months. The stained carpet in the waiting area had been replaced and was visibly clean.