

Staunton and Corse Surgery

Quality Report

The Surgery
Gloucester Road
Staunton
Gloucestershire
GL19 3RB

Tel: 01452 840228

Website: www.stauntonsurgery.co.uk

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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 of Staunton and Corse Surgery on 3 February 2016. We found that the practice had breached a regulation relating to the safe delivery of services.

The practice required improvement for the provision of safe services to ensure that the risks associated with prescription security had been appropriately assessed. The practice also needed to implement a system to identify, assess and mitigate risks arising from cross infection this included the requirement to complete an infection control risk assessment required by the relevant code of practice. Overall the practice was rated as good.

Following the inspection the provider sent us an action plan detailing how they would improve the prescription security and infection control management systems ensuring they reflect national guidelines.

We carried out a desktop review of Staunton and Corse Surgery on 16 May 2016 to ensure these changes had been implemented and that the service was meeting the regulations previously breached. For this reason we have only rated the location for the key question to which this related. This report should be read in conjunction with the full inspection report from 3 February 2016.

We found the practice had made improvements since our last inspection on 3 February 2016 and they were meeting the regulations that had previously been breached.

Specifically the practice was operating safe systems in relation to prescription security and infection control management. This included:

- The practice reviewed prescription security and had implemented new processes supported by a policy amendment.
- The practice improved infection control management by completing a robust infection control audit.

During our previous inspection we also highlighted areas where the practice should consider improvement and these have been improved as follows:

- The practice has established and operates a robust fire evacuation plan to include named fire marshals.
- All Standard Operating Procedures have been signed.
- The practice has ensured that there is a robust and consistent system in place for the dissemination of learning from prescribing and, or dispensary incidents.

We have changed the rating for this practice to reflect these changes. The practice is now rated good for the provision of safe, effective, caring, responsive and well led services.

Summary of findings

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 provider was rated as good for providing safe services.

Since our last inspection in February 2016 systems had been put in place and embedded to ensure the prescription security and infection control management reflected national guidelines.

- The practice reviewed prescription security and had implemented new processes supported by a policy amendment which all staff had signed. All staff now ensured that that treatment rooms and consultation rooms were locked when not occupied.
- The practice completed a robust infection control audit, detailing and undertaking any relevant actions as required.

During our previous inspection we also highlighted areas where the practice should consider improvement and these have been improved as follows:

- The practice has established and operates a robust fire evacuation plan to include named fire marshals. In line with the practices fire risk assessment the practice carried out a fire drill on 21 April 2016 and analysed the results.
- All Standard Operating Procedures have been signed by the lead dispenser and practice manager.

The practice has ensured that there is a robust and consistent system in place for the dissemination of learning from prescribing and dispensary incidents. A new policy has been introduced to ensure that all dispensing errors are logged and reviewed at bi-monthly dispensary meetings. They are then raised as significant events with the rest of the practice where appropriate.

Good



Staunton and Corse Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

This desktop exercise was undertaken by a CQC inspector.

Background to Staunton and Corse Surgery

Staunton and Corse Surgery is a rural dispensing practice covering 240 square kilometres and is one of the practices within Gloucestershire Clinical Commissioning Group (CCG). The practice provides general medical services to approximately 6400 registered patients in Staunton and the surrounding villages which cover 14 parishes. Almost one sixth of the practice list are students at Hartpury College. Services to patients are provided under a General Medical Services (GMS) contract with NHS England. (GMS contract is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract).

Staunton and Corse Surgery provides services from a purpose built building which has been twice extended and modernised to include a nursing suite and a consulting room for a GP Registrar, the practice is wheelchair accessible.

The Practice has two GP partners (both male) and two salaried GPs (both female), which is equivalent to three and a quarter whole time equivalent GPs. The clinical team includes two prescribing nurse practitioners, two practice nurses, a healthcare assistant and a community phlebotomist. The practice manager is supported by a senior receptionist, eight receptionists/administrators, a note summariser and a practice secretary.

Staunton and Corse Surgery is a dispensing practice, the dispensary is managed by two dispensary managers who are supported by three dispensers.

The practice is a training practice for GP trainees with two GPs providing training support. At the time of our inspection a GP trainee was being supported by the practice on her first day.

The practice population has a higher proportion of patients aged between 15 and 18 compared to local and national averages. For example, 18% of practice patients are aged between 15 and 18 compared to both the local clinical commissioning group (CCG) and national averages of 6%. This is due to the practice supporting approximately 1000 students at Hartpury College.

According to national data there are pockets of deprivation in Gloucestershire; however the practice is located in an area with minimal deprivation. The prevalence of patients with a long standing health condition is 51% compared to the local CCG average (55%) and national average (54%). Patients living in more deprived areas and with long-standing health conditions tend to have greater need for health services.

The practice is open between 8.30am and 6.30pm on Mondays to Fridays with appointments available from 8.30am to 6pm. Extended hours surgeries were available from 6am to 8am on Tuesdays and Thursdays. The dispensary is open between 8.30am and 6pm. Out Of Hours cover is provided by South Western Ambulance Service NHS Foundation Trust and is accessed via NHS 111.

The practice provided its services from the following address:

Staunton and Corse Surgery

The Surgery

Gloucester Road

Detailed findings

Staunton

Gloucestershire

GL19 3RB

Why we carried out this inspection

We undertook an announced focused desktop inspection of Staunton and Corse surgery on 16 May 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 3 February 2016 had been made. We asked the provider to send a report of the changes they would make to comply with the regulation they were not meeting. We have reviewed the practice against one of the five questions we ask about services: is the service safe, to make sure the necessary changes have been made. We found the provider is now meeting the fundamental standards included within this report.

This report should be read in conjunction with the full inspection report. We have not revisited Staunton and Corse Surgery as part of this review because the practice was able to demonstrate compliance without the need for an inspection.

How we carried out this inspection

We reviewed information given to us by the practice, including examples of standard operating procedures, a fire safety policy and fire safety drill report, a dispensary significant events log and supporting policy, a completed infection control audit, and the signed prescription security policy.

Are services safe?

Our findings

Overview of safety systems and processes

When we visited the practice on 3 February 2016 we found that the practice had not completed a current infection control audit. This was found to have breached regulation 12, safe care and treatment, of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Following publication of our report of the inspection the practice told us in their action plan that they would complete and implement an infection control audit for the practice. Subsequently they provided us with evidence of the infection control audit having been completed by the lead nurse and practice manager with a detailed action plan and improvements made.

Medicines management

When we visited the practice on the 3 February 2016 we found that prescription security needed to be reviewed as patients had opportunity to access blank prescriptions. Although the treatment rooms were located behind a key pad secured door we observed that the printer draws had no locks and clinicians did not lock their treatment room doors when they left them, therefore this highlighted a risk to prescription security. This was found to have breached regulation 12, safe care and treatment, of the Health and Social Care Act 2008 (Regulated Activities) Regulations

2014. We also found that no actions or learning from medicines errors were documented and some of the dispensing standard operating procedures (SOPs) were not signed by the appropriate staff.

The practice submitted an action plan and a signed policy detailing changes to the prescription security. All clinicians now lock their treatment and consultation rooms when they are not occupied. An additional new policy has been introduced to ensure that all dispensing errors are logged and reviewed at bi-monthly dispensary meetings. They are then raised as significant events with the rest of the practice where appropriate. All of the SOPs have been checked and signed off by a lead dispenser and the practice manager.

Monitoring risks to patients

When we visited the practice on 3 February 2016 the practice was unable to demonstrate that they held a fire evacuation plan. The risk assessment identified the need for named fire marshals and undertaking fire drills. We noted that fire marshals had not been identified and trained and that the last fire drill was completed in 2014.

The action plan submitted by the practice evidenced that a thorough evacuation plan is now in place, fire marshals have been suitably trained and that a fire drill with analysis was undertaken on the 21 April 2016.

All of the above actions had ensured that Staunton and Corse surgery was operating with safe systems in place.