

Block Lane Surgery

Quality Report

The 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	
Are services effective?		Good	
Are services caring?		Good	
Are services responsive to people's needs?		Good	
Are services well-led?		Good	

Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

This was a focused desk top review of evidence supplied by Block Lane Surgery for areas within the key question effective that required improvement following our full comprehensive inspection under the Health and Social Care Act 2008. At that inspection on 3 March 2016, the practice was rated good overall. However, within the key question effective there was an area identified as requiring improvement where the practice was not meeting the legislation at that time. The area where the provider was told they must make improvement was as follows:

- Regulation 17 HSCA (RA) Regulations 2014 Good governance. The provider did not complete clinical audit cycles as a way to improve patient care and implement change. This was in breach of regulation 17 (1) (2) (a) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

In addition there were a number of areas areas where the provider was told they should make improvement. These were as follows :

- The provider should put a system in place to check the professional registration status of all clinicians.
- The recruitment policy should be updated to include all aspects of pre-employment checking.
- The provider should improve their system of analysing significant events to ensure the events are not repeated and learning actions have completed.
- The provider should update their business continuity plan so that all information is current and all sections of the plan complete.
- The provider should ensure all the information about complaints in their policies and on the website is up to date.

We received and assessed documentation to evidence that the practice had carried out their action plan to make improvements. They now meet the required level in relation to breaches in Regulation 17. They also provided evidence to show that other improvements had been made.

The overall rating for the practice remains as good. Our key findings were as follows:

Summary of findings

- Clinical audits were logged and managed by the practice manager. A spreadsheet with check points ensured that two-cycle audits were completed. Clinical audits were presented to clinicians at the practice meeting.
- The business continuity plan had been reviewed and updated.
- Professional registration was reviewed on a quarterly basis and entries were checked and recorded in a spreadsheet.
- The recruitment policy had been updated to reflect all aspects of pre-employment checks.
- There was a system in place to ensure that significant events were reviewed on a regular basis.
- The complaints procedure, patient leaflet and practice website had been updated and aligned.

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 safe services.

This rating was given following the comprehensive inspection on 3 March 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Block Lane Surgery on our website at www.cqc.org.uk.

There were some areas relating to the safe domain where the provider was asked to make improvements and we received evidence to show that these had been achieved.

- The business continuity plan was reviewed and updated.
- Professional registration was now reviewed on a quarterly basis and entries were being checked and recorded in a spreadsheet.
- The recruitment policy had been updated to reflect all aspects of pre-employment checks.
- There was a system in place to ensure that significant events were reviewed on a regular basis.

Good



Are services effective?

Previously the practice was rated as requires improvement for providing effective services and this desk top review inspection was carried out to check that the improvements had been made. The full comprehensive report following the inspection on 3 March 2016 can be found by selecting the 'all reports' link for Block Lane Surgery on our website at www.cqc.org.uk.

The practice is now rated as good for providing effective services.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how it had improved its practices in relation to the overview of effective systems and processes since the last inspection.

Evidence submitted by the practice, to show the action taken in relation to the breach of Regulation 17 HSCA (RA) Regulations 2014 good governance (clinical audit) was as follows:

- Clinical audits were logged and managed by the practice manager. A spreadsheet with check points ensured that two-cycle audits were completed. Clinical audits were presented to clinicians at the practice meeting.

Good



Are services caring?

The practice is rated as good for providing caring services.

Good



Summary of findings

This rating was given following the comprehensive inspection on 3 March 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Block Lane Surgery on our website at www.cqc.org.uk.

Are services responsive to people's needs?

The practice is rated as good for providing responsive services.

This rating was given following the comprehensive inspection on 3 March 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Block Lane Surgery on our website at www.cqc.org.uk.

In addition the provider was asked to make improvements to the complaints system. Evidence submitted showed that the complaints procedure, patient leaflet and practice website have been updated and aligned.

Good



Are services well-led?

The practice is rated as good for providing well led services.

This rating was given following the comprehensive inspection on 3 March 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Block Lane Surgery on our website at www.cqc.org.uk.

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

The practice is rated as good for the care of older people.

This rating was given following the comprehensive inspection 3 March 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Block Lane Surgery on our website at www.cqc.org.uk.

Good



People with long term conditions

The practice is rated as good for the care of people with long-term conditions

This rating was given following the comprehensive inspection on 3 March 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Block Lane Surgery on our website at www.cqc.org.uk.

Good



Families, children and young people

The practice is rated as good for the care of families, children and young people

This rating was given following the comprehensive inspection on 3 March 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Block Lane Surgery on our website at www.cqc.org.uk.

Good



Working age people (including those recently retired and students)

The practice is rated as good for the care of working age people (including those recently retired and students)

This rating was given following the comprehensive inspection on 3 March 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Block Lane Surgery on our website at www.cqc.org.uk.

Good



People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable

This rating was given following the comprehensive inspection on 3 March 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Block Lane Surgery on our website at www.cqc.org.uk.

Good



Summary of findings

People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia)

This rating was given following the comprehensive inspection on 3 March 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Block Lane Surgery on our website at www.cqc.org.uk.

Good



Summary of findings

What people who use the service say

A CQC Inspector reviewed and analysed the documentary evidence submitted by the practice in support of the actions they had taken to reach the required level of legislation.

Block Lane Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Inspector reviewed and analysed the documentary evidence submitted by the practice in support of the actions they had taken to reach the required level of legislation.

Background to Block Lane Surgery

Block Lane Surgery is located in a residential area in the Chadderton district of Oldham. The practice provides services from a purpose built single storey. There is suitable patient access to the premises and disabled parking available. At the time of our inspection there were 5211 patients registered with the practice. It is a member of NHS Oldham Clinical Commissioning Group (CCG). The practice delivers commissioned services under the General Medical Services (GMS) contract.

The practice age and gender profile is similar to the national averages, and the proportion of patients registered who have a long standing health condition is also similar to the national average. There are two partner GPs (one male and one female) and a salaried GP (male). They are supported by a practice nursing team of two practice nurses, a practice manager, and administration and reception staff. The practice is a training practice.

The practice is open from 6.45am to 6.30pm on Mondays and from 8am to 6.30pm Tuesdays to Fridays.

Patients can book appointments in person, on line or via the phone. Emergency appointments are available each day. Advance appointments can also be made, as can telephone consultations. There is an out of hours service available provided by NHS 111.

Why we carried out this inspection

We initially inspected this service as part of our new comprehensive inspection programme on 3 March 2016. At that inspection, within the key question effective an area was identified as 'requires improvement'. The practice was not meeting the legislation at that time in relation to Regulation 17 Good Governance. There were also a number of areas where the provider was asked to make additional improvements.

This was a planned focused desk top review carried out on 10 March 2017 to check that the provider had taken the required action and was now meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, now amended by the current legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

How we carried out this inspection

Following the inspection on 3 March 2016 the practice supplied an action plan with timescales telling us how they would ensure they met Regulations 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Detailed findings

In line with their agreed timescale the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to clinical audit. In addition they were able to demonstrate how they had improved the systems they had in relation to reviewing significant events, their business plan, complaints, employee professional registration and recruitment.

A CQC inspector reviewed and analysed the documentary evidence submitted and made an assessment of this against the regulations.

Are services safe?

Our findings

The practice is rated as good for providing safe services. This rating was given following our inspection on 3 March 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Block Lane Surgery on our website at www.cqc.org.uk.

Following our inspection of 3 March 2016 the practice were told that they should make improvements in some areas within the key question safe. We reviewed evidence sent by the practice that demonstrated that these improvements had been achieved.

Safe track record and learning

- In relation to significant events we saw that there was an improved system to record, report and analyse significant events. The practice provided evidence that demonstrated that significant events were identified and discussed at their practice meetings. At the following month's meeting they discussed the learning events and ways to limit recurrence and looked to see

if there were any trends occurring. We reviewed a "Diary of Events" for April 2016 where we saw an entry to undertake a review of the previous year's significant events and complaints. We also saw a log of significant events for the year, sample of an analysis form and a sample of the practice meeting minutes for September 2016, December 2016 and February 2017 which showed the discussions of the learning points that had taken place.

Monitoring risks to patients

- The provider's recruitment policy had been updated and included a requirement for the check of professional registration and qualifications, and consideration of a Disclosure and Barring Service (DBS) check.
- We saw that there was a system to check that employees were of good character and that staff members' indemnity and professional registration was obtained and regularly reviewed.
- We saw that the provider's business continuity plan had been reviewed and updated.

Are services effective?

(for example, treatment is effective)

Our findings

Previously the practice was rated as requires improvement for providing effective services and this desk top inspection was carried out to check that the required improvements had been made. The full comprehensive report following the inspection on 3 March 2016 can be found by selecting the 'all reports' link for Block Lane Surgery on our website at www.cqc.org.uk.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how it had improved its practices in relation to clinical audit since the previous inspection and the practice is now rated as good.

Our inspection of 3 March 2016 identified that the provider did not complete clinical audit cycles as a way to improve patient care and implement change. On 10 March 2017 the practice demonstrated the improvement as follows :

Clinical Audit

- There was a system to monitor and review clinical audit and this was managed by the practice manager. We saw a spreadsheet with check points that was introduced to ensure that two-cycle audits were completed.
- We saw evidence that clinical audit was presented to clinicians at practice meetings and discussed in detail showing where action should be taken to improve patient outcomes.
- We saw that actions were recorded on a diary of events to ensure that they were undertaken.
- We saw a Vitamin B12 audit that was commenced in February 2016 and was reaudited with actions raised and recorded in the diary of events. In addition we saw a minor surgery audit that had been also been reviewed and renewed.

Are services caring?

Our findings

The practice is rated as good for providing caring services. This rating was given following our inspection on 3 March 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Block Lane Surgery on our website at www.cqc.org.uk.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

The practice is rated as good for providing responsive services. This rating was given following our inspection on 3 March 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Block Lane Surgery on our website at www.cqc.org.uk.

In addition the provider was asked to make improvements to the complaints system. Evidence submitted showed that the complaints procedure, patient leaflet and practice website had been updated and aligned.

Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

Our findings

The practice is rated as good for providing well-led services. This rating was given following our inspection on 3 March 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Block Lane Surgery on our website at www.cqc.org.uk.