

Cornhill Surgery

Quality Report

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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 focused desk based inspection of Cornhill Surgery on 21 February 2017 to check that action had been taken since our previous inspection on 28 June 2016. At the inspection in June 2016, the practice was rated as good overall but rated as requires improvement for providing safe services.

We found that the practice required improvement in this area due to a breach of regulation relating to safe care and treatment. This was because:

- the practice had not undertaken a Legionella risk assessment, therefore the risk to patients and staff of infection by the Legionella bacteria had not been established.

On 21 February 2017 we reviewed the information the practice submitted to us to ensure that they had followed their action plan and to confirm that they now met legal

requirements. This report covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection of Cornhill Surgery on our website at www.cqc.org.uk.

Our key findings for this inspection were as follows:

The provider had made improvements:

- They had commissioned the services of an external contractor to carry out Legionella testing, and had continued to receive ongoing regular assessments from them.

The provider had also addressed all areas which had been identified that actions should take place to improve practice which are detailed in the report.

The practice is now rated good for providing safe services.

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 now rated as good for providing safe services.

Good



- The practice had commissioned the services of a specialist company to carry out Legionella testing and a report had been produced with recommendations for the frequency of water testing. The practice had established a log of monitoring and the specialist company attended the practice six monthly to check the water system.
- The practice had addressed areas which were identified where changes in practice should have been carried out. For example, completion of an infection control audit, fire and safeguarding training, and systems for recording actions when checking emergency equipment and recording prescription serial numbers.

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 provider's previous report rated the quality of services for older people as good at the previous inspection on 28 June 2016 therefore no change in rating was required.

People with long term conditions

The provider's previous report rated the quality of services for people with long-term conditions as good at the previous inspection on 28 June 2016 therefore no change in rating was required.

Families, children and young people

The provider's previous report rated the quality of services for families, children and young people as good at the previous inspection on 28 June 2016 therefore no change in rating was required.

Working age people (including those recently retired and students)

The provider's previous report rated the quality of services for working age people (including those recently retired and students) as good at the previous inspection on 28 June 2016 therefore no change in rating was required.

People whose circumstances may make them vulnerable

The provider's previous report rated the quality of services for people whose circumstances may make them vulnerable as good at the previous inspection on 28 June 2016 therefore no change in rating was required.

People experiencing poor mental health (including people with dementia)

The provider's previous report rated the quality of services people experiencing poor mental health (including people with dementia) as good at the previous inspection on 28 June 2016 therefore no change in rating was required.

Cornhill Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

The desk based follow up review was carried out by a CQC Inspector

Background to Cornhill Surgery

Cornhill Surgery is situated in Rubery in Birmingham. The practice has a list size of approximately 5,500 patients.

The practice has a car park for patients and staff to use.

The practice has three GP partners and one salaried GP (two male and two female offering patients their preferred choice). The practice has two practice nurses and a healthcare assistant (HCA) who is also a phlebotomist (takes blood).

The clinical team are supported by a practice manager and a team of reception and administrative staff.

The practice has a Patient Participation Group (PPG), a group of patients registered with a practice who work with the practice team to improve services and the quality of care.

Cornhill Surgery is a training practice providing up to two GP training places. A GP trainee is a qualified doctor who is training to become a GP through a period of working and training in a practice. Only approved training practices can employ GP trainees and the practice must have at least one approved GP trainer. The practice is also a teaching practice and provides placements for medical students who have not yet qualified as GPs.

The GPs undertake minor surgery such as joint injections, incision and drainage of cysts and abscesses.

The practice is open at the following times:

- Monday 8am to 1pm and 1.45pm to 6pm
- Tuesday 8am to 1pm and 1.45pm to 6pm
- Wednesday 6.45am to 1pm and 1.45pm to 5pm
- Thursday 6.45am to 1pm and 1.45pm to 6pm
- Friday 8am to 1pm and 1.45pm to 6pm

The practice does not provide out of hours services beyond these hours. Information for NHS 111 and the nearest walk in centre is available on the practice website and on the practice leaflet. There was a locally agreed contract in place with Care UK, the out of hours provider, to answer calls from patients when the practice is closed.

Why we carried out this inspection

We undertook a comprehensive inspection of Cornhill Surgery on 28 June 2016 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 safe services. The full comprehensive report following the inspection in June 2016 can be found by selecting the 'all reports' link for Cornhill Surgery on our website at www.cqc.org.uk.

We undertook a focused desk based follow up inspection of Cornhill Surgery on 21 February 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

Detailed findings

How we carried out this inspection

During our inspection we:

Reviewed information provided by the practice to demonstrate actions taken.

Are services safe?

Our findings

At our previous inspection on 28 June 2016 we rated the practice as requires improvement for providing safe services. The practice had not carried out a Legionella risk assessment.

When we reviewed this on 21 February 2017 we saw that the practice had taken the appropriate actions to manage the risks.

Overview of safety systems and process

The follow up inspection showed that improvements had been made:

- The practice had commissioned a specialist contractor to carry out Legionella testing and had received a comprehensive report. They had subsequently introduced a log which recorded the information and actions required. The practice had arranged for the contractor to attend the practice six monthly to ensure the systems were all working effectively.
- The contractor had revisited the practice and carried out a six monthly review since the time of our inspection.

The practice had addressed all areas where we recommended improvements should be made.

During our inspection in June 2016 not all staff had undertaken up to date fire and safeguarding training. There was no system for recording serial numbers of blank prescriptions to ensure an audit trail and there was no evidence of completion of an infection control audit within the last 12 months.

On 21 February 2017 we reviewed all the evidence the practice submitted to demonstrate that they had addressed all of these areas. All staff had now undertaken fire and safeguarding training, were aware of the practice procedures concerning these areas and who the lead members of staff were. The practice also confirmed that an infection control audit had been carried out to demonstrate that any risks regarding infection had been addressed.

We noted during our inspection in June 2016 that the practice did not record the serial numbers of blank prescriptions to provide an audit trail at all times. The practice submitted documentary evidence that a system had been introduced to record serial numbers and a log was now kept containing signatures of the GPs when removing prescriptions for use.