

High Pastures Surgery

Quality Report

138 Liverpool Road North
Liverpool
Merseyside
L31 2HW

Tel: 0151 526 2161

Website: www.highpasturessurgery.nhs.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 High Pastures Surgery on 18 November 2014. The overall rating for the practice was Good. However, the practice was rated as Requires Improvement for providing safe services. The full comprehensive report on the November 2014 inspection can be found by selecting the 'all reports' link for High Pastures Surgery on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on 15 May 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulation that we identified at our previous inspection on 18 November 2014. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is rated as good.

Our key findings were as follows:

- Action had been taken to ensure that a record of the required staff recruitment information was maintained.

The following improvements to the service had also been made:

- An assessment of the risks presented by legionella had been carried out and measures put in place to address the risks presented.

The areas where the provider should make improvements are:

- Ensure weekly outlet flushing takes place in accordance with the legionella risk assessment.

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. Action had been taken to ensure that a record of the required staff recruitment information was maintained. A legionella risk assessment had been carried out and tests were being carried out to address the risks presented. The weekly outlet flushing had not always occurred weekly over the last 12 months as is recommended in the risk assessment.

Good



Summary of findings

Areas for improvement

Action the service SHOULD take to improve

Ensure weekly outlet flushing takes place in accordance with the legionella risk assessment.

High Pastures Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

The inspection was undertaken by a CQC inspector.

Background to High Pastures Surgery

High Pastures Surgery is situated in Maghull, which is in the South Sefton area of Merseyside. The practice is registered with CQC to provide primary care services. The practice treats patients of all ages and provides a range of medical services.

The staff team includes five GP partners, three practice nurses, two health care assistants, practice manager, reception manager, IT systems manager and reception and administrative staff.

The practice is open Monday to Friday from 8am until 6.30pm. Extended hours appointments are offered Monday, Tuesday, Thursday and Friday until 7.15pm for pre-bookable non urgent appointments. Patients can book appointments in person, on-line or by telephone. Patients can book on the day for medically urgent and follow up appointments, routine appointments can be made up to 6 weeks in advance, telephone consultations are available and home visits are offered to patients whose condition means they cannot visit the practice. When the practice is closed patients access the Out-of-Hours GP service by calling NHS 111.

The practice is part of NHS South Sefton Clinical Commissioning Group (CCG). It is responsible for providing primary care services to approximately 11000 patients. The practice has a General Medical Services (GMS) contract.

Why we carried out this inspection

We undertook a comprehensive inspection of High Pastures Surgery on 18 November 2014 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as Good. The full comprehensive report following the inspection on 18 November 2014 can be found by selecting the 'all reports' link for High Pastures Surgery on our website at www.cqc.org.uk.

We undertook a follow up desk-based focused inspection of High Pastures Surgery on 15 May 2017. This inspection was carried out to review the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

How we carried out this inspection

We carried out a desk-based focused inspection of High Pastures Surgery on 15 May 2017. This involved reviewing:

- Records and an action plan developed by the service indicating how improvements had been made to safety.

Are services safe?

Our findings

At our previous inspection on 18 November 2014 we rated the practice as requires improvement for providing safe services. Improvements were needed to the records of recruitment to demonstrate that the staff employed were suitable for their roles.

When we undertook a follow up inspection on 15 May 2017 we found that improvements had been made. The recruitment procedure had been updated to include all checks that must be undertaken prior to employment such as identify checks, qualification checks and checking an applicants registration with professional bodies such as the General Medical Council (GMC) and Nursing and Midwifery Council (NMC).

We asked the provider to confirm that they were now seeking the recruitment information that was not in place at the last inspection. The provider sent us records relating to two clinical staff employed since the last inspection. This demonstrated that references had been undertaken, information to confirm identity had been obtained and an assessment had taken place regarding any physical or mental conditions which were relevant (after reasonable

adjustments) to the role the person was being employed to undertake. A standard rather than an enhanced Disclosure and Barring Service (DBS) check was in place for one clinical member of staff (Disclosure and Barring Service checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable). Evidence that an enhanced check had been applied for was provided to CQC. Evidence that a DBS check had recently been applied for, for the GPs was also provided to CQC.

At our previous inspection on 18 November 2014 we identified that an assessment determining the risks presented by legionella (a bacterium found in the environment which can contaminate water systems in buildings) had not been undertaken. At this inspection this assessment had been completed by the company responsible for the property and the provider was undertaking in-house action recommended by the assessment. This involved the weekly running of water in little used outlets. We noted that over the last 12 months weekly checks had not consistently occurred although they had been checked weekly in the last 6 months.