

Appleton Village Surgery

Quality Report

2-6 Appleton Village
Widnes
Cheshire
WA8 6DZ

Tel: 0151 423 2990

Website: www.appletonvillagesurgery.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 previously carried out an announced comprehensive inspection of Appleton Village Surgery on 6 January 2016. Breaches of legal requirements were found. After the comprehensive inspection, the practice wrote to us to say what they would do to meet legal requirements in relation to Regulation 15 HSCA (RA) Regulations 2014 premises and equipment.

We undertook this focused inspection on the 6 July 2016 to check that they had followed their action plan and to confirm that they now met legal requirements. This report only covers our findings in relation to the requirement and issues identified in the previous report. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Appleton Village Surgery on our website at www.cqc.org.uk.

Overall the practice is rated as good.

Our key findings were:

The practice had addressed the breaches of regulations and other issues identified during the previous inspection and made improvements including:

- Completed all electrical installation remedial work to ensure the premises were safe.
- A new protocol and monitoring system in place for emergency medications carried in GPs' bags.
- Updated control of substances hazardous to health risk assessments and had ensured all containers for substances were clearly labelled.

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. The practice had addressed the breaches of regulations and other issues identified during the previous inspection and made improvements including:

- Completed all electrical installation remedial work to ensure the premises were safe.
- A new protocol and monitoring system in place for emergency medications carried in GPs' bags.
- Updated control of substances hazardous to health risk assessments and had ensured all containers for substances were clearly labelled.

Good



Appleton Village Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

a CQC Inspector.

Background to Appleton Village Surgery

Appleton Village Surgery is practice is situated in old residential buildings. There were 10885 patients on the practice register at the time of our inspection. The practice is managed by two GP partners. There are three salaried GPs and the practice is a training practice and has two foundation 2 GPs. The practice also uses regular locum GPs. There are two healthcare assistants, three practice nurses and a nurse clinician. Members of clinical staff are supported by a practice manager, reception and administration staff.

The practice is open 8am to 6.30pm every weekday. Clinic times vary depending whether patients require a GP or nurse appointment. Appointments are available between 8.30am and 12.45pm and from 1.15pm to 6.30pm. When patients call the surgery, they are given a time for a clinician to call the patient back to be triaged to assess the need for an appointment regardless of when they called during the day. The length of the appointment was then tailored to meet the needs of the patient and to take into account other factors such as whether the patient needed to be seen at home.

Extended surgery hours are offered on Wednesdays between 6.30pm to 7pm and Friday mornings between 7am to 8am. Patients requiring a GP outside of normal working hours are advised to contact the GP out of hours service, provided by Urgent Care 24 by calling 111.

The practice has a Personal Medical Services (PMS) contract and has enhanced services contracts which include childhood vaccinations.

Why we carried out this inspection

We undertook an announced focused inspection of Appleton Village Surgery on 6 July 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 6 January 2016 had been made.

How we carried out this inspection

We inspected the practice against one of the five questions we ask about services: is the service safe? This is because the service was not meeting some legal requirements.

The inspector reviewed information sent by the provider and spoke with the practice manager.

Are services safe?

Our findings

At our previous inspection 6 January 2016, we identified the following concerns:

- Remedial work for the electrical safety of the premises was incomplete.
- No monitoring systems for emergency medications used in GPs' bags.
- The cleaner's storage area had cleaning materials stored in bottles without appropriate labelling or assessments in place.

At this inspection, we found the practice had made the following improvements:

- The practice had a meeting with cleaning staff to improve storage of equipment and materials and this was monitored.
- The practice had carried out control of substances hazardous to health (COSHH) risk assessments to ensure the safety of any materials used on the premises such as cleaning solutions.
- The practice had implemented a new protocol for monitoring emergency medications held in GPs' bags. Each GP was responsible for the contents of their own bags and had to sign a declaration form that the contents were in date. The forms were then monitored.
- All electrical installation remedial work had been completed and we saw evidence of an electrical safety certificate.