

Pound House Surgery

Quality Report

Pound House Surgery
8 The Green
Wooburn Green
Buckinghamshire
HP10 0EE
Tel: 01628 530997
Website: www.poundhousepractice.co.uk

Date of inspection visit: We have not revisited the practice as part of this review because the practice was able to demonstrate that they were meeting the regulations associated with the Health and Social Care Act 2008 without the need for a visit.
Date of publication: 14/12/2017

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

Contents

Summary of this inspection

Overall summary	2
The five questions we ask and what we found	4

Detailed findings from this inspection

Our inspection team	5
Background to Pound House Surgery	5
Why we carried out this inspection	5
How we carried out this inspection	5
Detailed findings	7

Overall summary

Letter from the Chief Inspector of General Practice

At our previous comprehensive inspection at Pound House Surgery in Wooburn Green, Buckinghamshire on 28 October 2016 we found a breach of regulations relating to the provision of safe services. The overall rating for the practice was good. Specifically, the practice was rated requires improvement for the provision of safe services and good for the provision of effective, caring, responsive and well-led services. The full comprehensive report on the October 2016 inspection can be found by selecting the 'all reports' link for Pound House Surgery on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on 4 December 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulations that we identified in our previous inspection in October 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

We found the practice had made improvements since our last inspection. Using information provided by the practice we found the practice was now meeting the

regulations that had previously been breached. We have amended 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.

Our key findings were as follows:

- We saw the practice had reviewed existing health and safety arrangements and environmental risks at both the main practice in Wooburn Green and the branch surgery in Bourne End. For example, gas safety checks and electrical installation checks had been undertaken and supporting correspondence recorded.
- Revised recruitment policies and processes had been adopted which reflected national guidance. For example, supporting recruitment documentation (Disclosure and Barring Service checks) that was pending during the October 2016 inspection was now all recorded and documented correctly. The practice had also reviewed and amended the supporting policy which reflected updated guidance. 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.
- The practice had reviewed and updated the arrangements to record, share and action (where

Summary of findings

appropriate) medicine and other patient safety alerts. Specifically, practice had subscribed to receive alerts from Medicines and Healthcare Products Regulatory Agency.

- Further steps had been taken steps to comprehensively track and monitor the security of all prescription stationary. This included a system to log the location of prescription stationary once transferred to the branch surgery.

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 had taken appropriate action and is now rated as good for the provision of safe services.

Our last inspection in October 2016 identified concerns relating to how the practice managed and monitored risks. We saw most risks to patients were assessed and managed, with the exception of some environmental and health and safety risks.

Using information provided by the practice we found the concerns had been addressed:

- We saw the practice had reviewed existing health and safety arrangements and environmental risks at both the main practice in Wooburn Green and the branch surgery in Bourne End.
- Revised recruitment policies and processes had been adopted which reflected national guidance.
- The practice had reviewed and updated the arrangements to record, share and action (where appropriate) medicine and other patient safety alerts.
- Further steps had been taken steps to comprehensively track and monitor the security of all prescription stationary. This included a system to log the location of prescription stationary once transferred to the branch surgery.

Good



Pound House Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

This desk based review inspection was completed by a CQC Inspector.

Background to Pound House Surgery

Pound House Surgery is located in Wooburn Green, Buckinghamshire and is part of NHS Chiltern Clinical Commissioning Group.

Services are provided from two locations:

- Pound House Surgery (the main practice), 8 The Green, Wooburn Green, Buckinghamshire HP10 0EE
- The Orchard Surgery (the branch practice), Station Road, Bourne End, Buckinghamshire SL8 5QE

Both sites share a patient list and have the same telephone number and staff work at both sites.

The Pound House Surgery resides in a converted building and there is parking available. There are five consulting rooms and one treatment room and appointments are offered on the ground floor. The Orchard Surgery resides in a converted building and there is free parking available. Appointments are offered on the ground and first floors. There is no lift available, but patients with mobility difficulties are offered appointments on the ground floor.

The practice has approximately 7,350 registered patients. The practice has patients from varying age groups with a slightly higher proportion of patients aged between 45 and 65. The area in which the practice is located is placed in the tenth least deprived decile. In general, people living in

more deprived areas tend to have a greater need for health services. According to the Office for National Statistics and information provided by the practice, the practice catchment area has a high proportion of patients from a White British background.

There are four GP partners (two male GPs and two female GPs) who provide approximately 26 sessions per week in total. The practice employed two female nurses, one health care assistant, and one phlebotomist (a phlebotomist is someone who takes blood samples from patients). The practice manager is supported by a reception manager, and a team of administrative and reception staff. The practice provides teaching to medical students, and GPs and nurses in training.

The Pound House Surgery is open between 8am and 1pm and 2pm to 6.30pm Monday to Friday. The Orchard Surgery is open between 8am and 1pm and 3pm to 6.30pm Monday to Wednesday and 8am to 1pm on Thursday and Friday. When the practice is closed the telephone answering message provides emergency numbers and patients can access the Out of Hours Service via NHS 111 service.

Why we carried out this inspection

We carried out a comprehensive inspection of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection took place on 28 October 2016 and we published a report setting out our judgements. These judgements identified a breach of regulations. We asked the provider to send a report of the changes they would make to comply with the regulations they were not meeting at that time.

We undertook a follow up desk-based focused inspection on 4 December 2017 to follow up and assess whether the

Detailed findings

necessary changes had been made, following our inspection in October 2016. We focused on the aspects of the service where we found the provider had breached regulations during our previous inspection. We followed up to make sure the necessary changes had been made. We found the practice was meeting all the requirements of the regulations that had previously been breached.

This report should be read in conjunction with the full inspection report.

How we carried out this inspection

We carried out a desk-based focused inspection of Pound House Surgery on 4 December 2017. This involved reviewing evidence provided by the practice and a range of information we hold about the practice.

- We reviewed the previous Care Quality Commission (CQC) inspection report and the action plan submitted by the practice outlining how they would make the necessary improvements to comply with the regulation.
- We also reviewed information provided by the practice, including evidence of the new arrangements to manage risks, specifically health and safety risk and environmental risks.

All were relevant to demonstrate the practice had addressed the breaches of regulation identified at the inspection in October 2016.

Are services safe?

Our findings

When we inspected Pound House Surgery in October 2016, we identified concerns relating to the management of risks within the practice. For example, most risks to patients who used services were assessed and managed well. However, not all reasonable steps were taken to assess and mitigate risks in relation to receiving and responding to patient safety alerts, Disclosure and Barring Checks, tracking and storing blank prescriptions, and maintenance and record keeping for the premises.

We reviewed information provided by the practice and found the practice had made improvements to address the concerns previously identified.

Overview of safety systems and processes

The practice had reviewed existing systems and processes and made several improvements, which included:

- The practice had reviewed and updated the arrangements to record, share and action (where appropriate) medicine and other patient safety alerts. Specifically, practice had subscribed to receive alerts from Medicines and Healthcare Products Regulatory Agency. We saw the new updated arrangements had been embedded into the day to day management of the practice. For example, we saw the practice had received an alert in February 2016, taken action to identify if any patients were on the combination of medicines which was subject to the alert and made then recommended amendments to the patient's treatment.

- Revised recruitment policies and processes had been adopted which reflected national guidance. For example, supporting recruitment documentation (Disclosure and Barring Service checks) that was pending during the October 2016 inspection was now all recorded and documented correctly. The practice had also reviewed and amended the supporting policy which reflected updated national guidance. 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.
- Further steps had been taken steps to comprehensively track and monitor the security of all prescription stationary. This included a system to log the location of prescription stationary once transferred to the branch surgery. We saw this new system was supported by a three step reference guide to ensure all practice staff followed the same process.
- We saw the practice had reviewed existing health and safety arrangements and environmental risks at both the main practice in Wooburn Green and the branch surgery in Bourne End. For example, gas safety checks and electrical installation checks had been undertaken and supporting correspondence recorded.

These actions were now ensuring that requirements relating to good governance were being met.