

The Practice South Woodham Ferrers

Quality Report

Tylers Ride
South Woodham Ferrers
Essex
CM3 5ZT

Tel: 01245 322443
www.thepracticeplc.com

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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.

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Summary of findings

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced focussed inspection of The Practice South Woodham Ferrers on Friday 13 February 2015.

We carried out this inspection to check the processes in place for the recruitment of staff only. For this reason we have not rated this location or the key question to which this relates.

We found the practice had in place procedures and processes for the recruitment of staff.

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?

This inspection focussed on the recruitment of staff. We found the practice had in place processes for the recruitment of both permanent and agency staff. These processes ensured relevant checks were carried out before staff started work at the practice.

Summary of findings

What people who use the service say

We did not speak with people who use the service as part of this inspection.

The Practice South Woodham Ferrers

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection was carried out by a CQC Inspector.

Background to The Practice South Woodham Ferrers

The Practice South Woodham Ferrers is located in the town of South Woodham Ferrers. The practice is owned by The Practice Surgeries Limited which operates a number of GP practices across the country.

The practice team at The Practice South Woodham Ferrers comprises four GPs, a nurse practitioner, two practice nurses, a healthcare assistant and administrative staff as well as a practice manager.

The practice is open from 8am to 6.30pm on Mondays, Tuesdays, Thursdays and Fridays. On Wednesdays the practice is open from 8am to 8.45pm.

Why we carried out this inspection

We carried out this inspection to check the processes in place for the recruitment of staff only.

How we carried out this inspection

We informed the practice the day before our visit that we would be carrying out an inspection on 13 February 2015.

During our visit we spoke with the practice manager and head of human resources. We reviewed recruitment policies and procedures, and checked the files of newly recruited staff.

Are services safe?

Our findings

Staffing and recruitment

The records we looked at contained evidence that appropriate recruitment checks had been undertaken prior to employment. For example, proof of identification, references, qualifications, registration with the appropriate professional body and criminal records checks through the Disclosure and Barring Service (DBS). The practice had a

recruitment policy, dated January 2014, that set out the standards it followed when recruiting clinical and non-clinical staff. The practice also had a recruitment policy for the recruitment of locum GPs. This policy included ensuring appropriate checks had been undertaken. At the time of our inspection The Practice Surgeries Limited, the owner of The Practice South Woodham Ferrers, was in the process of further reviewing and strengthening its recruitment policies and procedures.