

St Mary's Surgery

Quality Report

1 Johnson Street
Southampton
Hampshire
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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 desktop review of St Mary's Surgery on 21 September 2016. This review was performed to check on the progress of actions taken following an inspection we made in April 2015. Following that inspection the provider sent us an action plan which detailed the steps they would take to meet their breach of regulation. During our latest desktop review on 21 September 2016 we found the provider had made the necessary improvements.

This report covers our findings in relation to the requirements and should be read in conjunction with the report published in August 2016. This can be done by selecting the 'all reports' link for the St Mary's Surgery on our website at www.cqc.org.uk

Our key findings at this inspection were as follows:

The practice had improved the systems ensuring that risk assessments and mandatory training was managed effectively so that patient safety is promoted and any risks that could affect the quality of care are reduced. This included:

- Fire safety had been strengthened so that patients had safe exits in the event of a fire.
- The chaperone policy and associated procedures had been reviewed to ensure that appropriate vetting and training took place of any staff undertaking these duties, promoting patient safety.
- Implementation of a system of risk assessment for any new staff to determine whether a Disclosure and Barring Service check was required according to their role and responsibilities.

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 improved the systems ensuring that patient safety was promoted and any risks that could affect the quality of care were reduced. This included:

- Alterations to a fire door, including signage and the removal of a bolt to meet fire safety requirements.
- The completion of a fire risk assessment and subsequent actions following the last inspection.
- A system for carrying out Disclosure and Barring (DBS) checks for all staff undertaking chaperone duties.
- The review and introduction of an updated chaperone policy, which outlined that only staff who have had appropriate checks and chaperone training provided support.
- The introduction of a system of risk assessment for any new staff to determine whether a DBS was required or not according to their role and responsibilities.

Good



Summary of findings

What people who use the service say

We did not speak with patients as part of this desktop review.

St Mary's Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

Our review was undertaken by a CQC Inspector.

Background to St Mary's Surgery

We inspected the practice in April 2015 and found improvements were needed in the area of safety. The provider sent us an action plan which detailed the steps they would take to meet the breaches in regulation. During our latest desktop review on 21 September 2016 we found the provider had made the required improvements.

St Mary's Surgery is located at 1 Johnson Street, Southampton. SO14 1LT, which is close to the centre of Southampton. The location has 13 consulting room and three treatment rooms. The location provides care and treatment to approximately 23,000 patients across three sites, of which 19,000 are registered at St Mary's Surgery.

The 19,000 patients that are registered at St Mary's Surgery can also be seen at Telephone House branch surgery. The practice is open from 8.30am to 6.30pm Monday to Friday. Additional extended hours are offered at St Mary's Surgery between 7.30am and 8am on Thursdays and at Telephone House Surgery on Monday and Thursday evenings until 8pm and Saturday mornings between 8.30am and 11am. These are for pre-booked appointments only. Telephone lines are open at St Mary's Surgery on weekdays from 8am.

The area has a large student population and a higher than average number of patients between the ages of 18 and 35 years. Over one quarter of patients do not speak English as their first language.

The practice employs a total of 69 staff, many of whom work across all three locations. Staff include five GP partners, eight salaried GPs, ten nurses and five healthcare assistants. Three GPs are male and ten GPs are female. The practice has a Personal Medical Services (PMS) contract and is also a training practice.

The provider operates from St Mary's Surgery and at Bargate Medical Centre 1 Spa Road, Southampton, Hampshire, SO14 2EG. The provider also operates clinics from Telephone House Surgery, 70-75 High Street, Southampton, Hampshire, SO14 2NW as a branch location. Patients who are registered at St Mary's Surgery can also access appointments at Telephone House Surgery.

The practice has opted out of providing out-of-hours services to their own patients. Patients can obtain out of hours care using the 111 service and care is provided by Hampshire Doctors on call.

Why we carried out this inspection

We carried out this desktop review of the St Mary's Surgery on Wednesday 21 September 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, and to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014. We reviewed documentation sent to us by the practice to check on the progress of actions taken following the comprehensive inspection we completed in May 2015.

At our previous inspection in April 2015 the effective, caring, responsive and well led domains were rated as good. Therefore, these domains were not covered as part of this

Detailed findings

desktop review. We did, however specifically review part of the safe domain, where we had previously found gaps. As all five domains were not inspected we were not able to rate the population groups at this visit.

How we carried out this inspection

We reviewed the action plan sent to us after the inspection in April 2015. The practice sent us photographic and written evidence, which we analysed for the desktop review.

Are services safe?

Our findings

At the last inspection of St Mary's Surgery in April 2015, we found systems in regard of patient safety were not effective in picking up gaps in checks and training for staff in regard to the role and responsibilities of a chaperone or fire safety. The practice sent us an action plan outlining how these shortfalls would be addressed.

At this desktop review, we found arrangements in regard of patient safety had been strengthened to ensure that any gaps in fire safety, staff checks and training were picked up and actioned to reduce any potential risks.

A fire risk assessment completed in May 2015 demonstrated that the practice had consulted with Dorset Fire Protection about fire safety requirements. The practice sent us photographic evidence showing that a fire door had been made safe with the removal of a bolt and improved signage. This had reduced the risk of this fire exit being bolted preventing any staff, patients or visitors being able to leave the building in the event of a fire.

Immediately following the inspection in May 2015, the practice reviewed the chaperone policy. We were sent a copy of the updated policy showing that only staff holding Disclosure and Barring Service (DBS) certificate would be allowed to undertake chaperone duties. The list of staff undertaking this role was sent to us with evidence of DBS checks having been completed. We reviewed training certificates sent to us, demonstrating that chaperone training was conducted on 11 November 2015 and 20 January 2016 as part of a protected training session at the practice. Representatives from the reception and the clinical teams were present in the training.

The practice had reviewed the recruitment procedures so that a risk assessment was undertaken to determine whether the role and responsibilities of a staff position required a DBS check. For example, we were sent evidence showing that the recent appointment of a new clinical staff had been assessed as needing a DBS check. We looked at documentation, which demonstrated that this check had been completed ensuring that appropriate vetting took place and promoted patient safety.