

Morland Road Surgery

Quality Report

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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 desk-based inspection of Morland Road Surgery on 14 October 2016. Overall the practice is rated as good.

We had previously conducted an announced comprehensive inspection of Morland Road Surgery on 17 February 2016. As a result of our findings during the visit, the practice was rated as good for being effective, caring, responsive and well-led and requires improvements for safe. We found that the provider had breached Regulation 12 (1)(2)(f) Safe care and treatment.

We also asked the practice to review their processes for infection control procedures ensuring that curtains were changed at appropriate intervals; review the induction process for new staff ensuring that it was up to date and relevant to staff roles and review patients' access to female GPs. These reviews did not relate to regulatory breaches, they were merely suggestions to improve the service.

The provider sent us evidence to confirm that they had reviewed all these areas. As a result the following had been put in place:

- Curtains had been changed in all surgeries and arrangements had been put in place to change them periodically at appropriate intervals.
- Patients had access to a GP of their choice. A female GP was now available to patients three days a week.
- The induction process has been updated. We saw that induction processes were relevant to staff roles and included relevant training.

The practice also wrote to us to tell us what they planned to do to make improvements and meet their regulatory requirement.

Our key findings across all the areas we inspected were as follows:

- Risks to patients were assessed and well managed.
- There was equipment and medicines available in the event of a medical emergency.
- Appropriate checks were carried out to the equipment and the expiry of medicines was monitored.

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.

- There was medical oxygen available to respond to emergencies and checks were being carried out to ensure it was working.
- Staff carried out checks to medical emergency equipment and also monitored the expiry of all medicines.

Good



Morland Road Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Why we carried out this inspection

We carried out an announced focussed inspection of this service on 14 October 2016 under Section 60 of the Health

and Social Care Act 2008 as part of our regulatory functions. The inspection was planned because the service was not meeting some legal requirements during our previous comprehensive inspection on 17 February 2016.

The inspection was conducted to check that improvements planned by the practice to meet legal requirements relating to safety had been made.

How we carried out this inspection

During the announced focussed inspection on 14 October 2016 we reviewed information provided to us by the practice. We also spoke with the practice manager.

Are services safe?

Our findings

Arrangements to deal with emergencies and major incidents

During our inspection on 17 February 2016 we found that the practice did not have adequate arrangements in place to respond to emergencies and major incidents. They did not have oxygen, the expiry of medicines was not monitored and we found items of medicines were out of date.

During this inspection we found that appropriate steps have been taken to enable the practice to respond to emergencies and major incidents and monitor medicines.

- There was an instant messaging system on the computers in all the consultation and treatment rooms which alerted staff to any emergency.
- All staff received annual basic life support training and there were emergency medicines available in the treatment room.
- The practice had a defibrillator available on the premises and oxygen with adult and children's masks. Equipment was checked by staff and logs of the checks were maintained. A first aid kit and accident book were available.
- Emergency medicines were easily accessible to staff in a secure area of the practice and all staff knew of their location. We saw records confirming all medicines were checked and monitored for expiry dates.