

Gordon Street Surgery

Inspection report

The Surgery
72 Gordon Street
Burton On Trent
DE14 2JA
Tel: 01283563175
www.gordonstreetsurgery.co.uk

Date of inspection visit: 22 September 2021
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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 location

Not inspected

Are services safe?

Inspected but not rated



Overall summary

We carried out an announced review on the 22 September 2021 in relation to the warning notice we sent to Gordon Street Surgery for breaches under Section 29 of the Health and Social Care Act 2008. We served the warning notice on 1 July 2021 and required the practice to be compliant with Regulation 19(1) and 19 (2) Fit and Proper Persons employed, of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, by 8 September 2021. We reviewed the breach within Schedule Three of the of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 “all potential and employed staff”. However, we did not review other breaches or re-rate the practice at this inspection.

The ratings from our inspection in June 2021 therefore remain unchanged and are:

Overall: Requires Improvement.

Safe - Inadequate

Effective - Requires Improvement.

Caring - Requires Improvement.

Responsive - Requires Improvement.

Well-led - Requires Improvement.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Gordon Street Surgery on our website at www.cqc.org.uk

Why we carried out this review

This was a review of information with a site visit to follow up on:

The warning notice we sent to Gordon Street Surgery for breaches under Section 29 of the Health and Social Care Act 2008.

How we carried out the review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our reviews differently.

This review was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included

- Reviewing staff records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A site visit

Our findings

Overall summary

We based our judgement of the compliance with the warning notice on:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, and other organisations.

We have not rated this practice at this review.

At our inspection in June 2021 we found that:

The provider had not obtained all of the information required in Schedule 3 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

There were out of date medical indemnity notices in locum doctors' files.

There were missing employment histories in some staff files.

There were missing references for many staff, and their conduct in previous employment had not always been checked.

There were insufficient checks that staff had the appropriate qualifications skills and experience necessary for the work they performed.

There were no physical or mental health checks to ensure staff were able to carry out their role.

At this review in September 2021 we found that:

- Staff files were organised and indexed.
- All medical indemnity notices were up to date.
- There were complete employment histories in staff files.
- Where the practice had staff who had been employed for a long period of time and the previous employment requirements had not required two written references, there was a clear written explanation in the staff files.
- All new staff had two written references in place. We could see from the files that the practice had recorded when they had needed to follow up on a second reference and that they noted this.
- There were appropriate checks in place that new staff had the appropriate qualifications skills and experience necessary for the role.
- There was a supportive approach to staff physical and mental health linked to the new appraisal process at the practice, and staff were encouraged to share when they might require additional support.
- All files contained a signed copy of the contract of employment.
- The contract of employment required all staff to complete the following training during their induction period:
 - Health and Safety
 - Fire safety
 - Safeguarding
 - Data Security Awareness
 - Manual Handling
 - Infection prevention and control
 - Resuscitation.

Overall summary

- We could see that all training had either been completed or new staff were booked to undertake training during their induction period.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Not inspected	
People with long-term conditions	Not inspected	
Families, children and young people	Not inspected	
Working age people (including those recently retired and students)	Not inspected	
People whose circumstances may make them vulnerable	Not inspected	
People experiencing poor mental health (including people with dementia)	Not inspected	

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff, reviewed records and undertook a site visit.

Background to Gordon Street Surgery

Gordon Street Surgery is registered with the Care Quality Commission (CQC) as a partnership provider for the regulated activities: Treatment of disease, disorder or injury; Surgical procedures;

Diagnostic and screening procedures; Maternity and midwifery services; Family planning.

The practice holds a General Medical Services (GMS) contract with NHS England. A GMS contract is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract. The practice provides a number of enhanced services to include childhood vaccination and immunisation schemes and joint injections. The practice is part of the NHS East Staffordshire Clinical Commissioning Group (CCG).

The practice is located in a purpose-built level access building. The practice has a population of approximately 10,000 patients and is within the third most deprived decile when compared with both local and national statistics. The practice has slightly more patients aged between 20 and 39 than the England average. This could increase the demand for more flexible appointment times. The practice had a comparable percentage of patients with a long-term condition (LTC) with the local and England average. The percentage of unemployed patients registered at the practice was slightly higher than that of CCG and England averages. These factors could increase demand for health services and impact on the practice.

The practice staffing comprises:

Three GP partners (one of who has not yet completed his registration with us)

Two practice nurses one full time and one part time and one health care assistants.

One practice manager.

One administration manager.

One reception manager.

Reception/ administration team.

A medical secretary.

The practice opening hours are 8am until 6pm Monday to Friday. Between 8am and 8.30am, a telephone message advises patients to call the surgery's mobile number in the event of an emergency.

The practice has opted out of providing an out of hours care provision. Out of hours care is provided by Staffordshire Doctors Urgent Care Limited (SDUC). Between the hours of 6pm and 8am, patients are advised to call NHS 111.

All practices across East Staffordshire are participating in an extended access programme.

Further information can be found at; www.eaststaffscg.nhs.uk/your-health/extended-primary-care-services.

Further information about the practice can be found at: www.gordonstreetsurgery.co.uk