

Beaumont Lodge Medical Practice

Quality Report

2 Baxters Close
Leicester
LE4 0QR
Tel: 0116 235 3579
Website: www.mydrssurgery.co.uk

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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 comprehensive inspection at Beaumont Lodge Medical Practice on 09 August 2016. The overall rating for the practice was good, however the practice was rated as requires improvement for the provision of safe services. The full comprehensive report on the August 2016 inspection can be found by selecting the 'all reports' link for Beaumont Lodge Medical Practice on our website at www.cqc.org.uk.

This inspection was desk-based review carried out on 15 February 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 09 August 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as good.

Our key findings were as follows:

- Clinical waste bins were stored securely and safely in a designated secured area.
- The gas boiler had been serviced and an electrical installation safety check had also been carried out.
- Written protocols were implemented to support reception staff in their duties around prescribing.

- Significant events and safety alerts had been added as a standing agenda item for practice meetings.
- A system was in place to check registration with the appropriate professional bodies for nursing staff and GPs.
- Documentation for monthly checks on emergency lighting and fire exits had been updated to ensure emergency lighting was included.
- A documented process was put into place to support the system in place to follow up children who did not attend for immunisations. This included telephone contact on the day, which was recorded in the patient record and a further appointment was booked for the following week.
- The practice considered how to control noise to ensure conversations held in consultation and treatment rooms could not be overheard. The volume on the waiting room television had been adjusted which had resolved this.
- The patient registration form was amended to include a carers section so patients could be identified on the patient record system accordingly.

Summary of findings

GPs were also encouraged to record patients on the system as a carer when they became aware. Leaflets regarding services for carers were also available in the waiting areas.

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.

Good



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- Significant events and safety alerts had been added as a standing agenda item for practice meetings.
- A system was in place to check registration with the appropriate professional bodies for nursing staff and GPs.
- Documentation for monthly checks on emergency lighting and fire exits had been updated to ensure emergency lighting was included.

Beaumont Lodge Medical Practice

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Background to Beaumont Lodge Medical Practice

Beaumont Lodge Medical Practice is a GP practice, which provides primary medical services to approximately 6,618 patients predominately living in the Beaumont Leys estate. All patient facilities are accessible. Leicester City Clinical Commissioning Group (LCCCG) commission the practice's services.

The practice has two GP partners (male), and two long-term locum GPs (female). The nursing team consists of a two practice nurses and a healthcare assistant / phlebotomist. They are supported by Practice Manager, Assistant Practice Manager and a team of reception staff and administrative staff.

Beaumont Lodge Medical Practice has two GP practices registered with the Care Quality Commission (CQC); Baxters Close Surgery and Astill Lodge Surgery. However, Astill Lodge Surgery is a branch site and therefore they share the same practice list size and staff. This report is for Baxters Close Surgery.

The practice is open between 8am and 6.30pm Monday to Friday. Appointments with individual doctors vary during the opening hours. Extended hours appointments are offered from 7am to 8am on a Monday, Tuesday,

Wednesday and Thursday and between 6.30pm and 7.30pm on a Tuesday and Friday. In addition to pre-bookable appointments that can be booked up to three weeks in advance, urgent appointments and telephone consultations are also available for people that need them.

Patients can also access out of hours support from the national advice service NHS 111. The practice also provides details for the nearest urgent care centres, as well as accident and emergency departments.

Why we carried out this inspection

We undertook a comprehensive inspection of Beaumont Lodge Medical Practice on 09 August 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall and requires improvement for the provision of safe services. The full comprehensive report following the inspection on August 2016 can be found by selecting the 'all reports' link for Beaumont Lodge Medical Practice on our website at www.cqc.org.uk.

We undertook a follow up desk-based focused inspection of Beaumont Lodge Medical Practice on 15 February 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

Detailed findings

How we carried out this inspection

We carried out a desk-based focused inspection of Beaumont Lodge Medical Practice on 15 February 2017. This involved reviewing evidence that included:

- Photographs of clinical waste storage.
- Reviewing an electrical installation safety check certificate.
- Reviewing evidence that the gas boiler had been serviced.
- Reviewing evidence of updated processes.

Are services safe?

Our findings

At our previous inspection on 09 August 2016, we rated the practice as requires improvement for providing safe services as the arrangements for storing clinical waste were not adequate and the practice were unable to demonstrate that the gas boiler had been serviced and an appropriate safety check had been carried out for the electrical installation.

These arrangements had significantly improved when we undertook a follow up inspection on 15 February 2017. The practice is now rated as good for providing safe services.

We saw clinical waste bins were stored securely and safely in a designated secured area. This was in line with health and safety executive guidance.

The practice had arranged for the gas boiler to be serviced and we saw evidence that this had been carried out. An electrical installation safety check had also been carried out on 23 September 2016 in line with statutory requirements.

The practice had also reviewed the actions highlighted from the August 2016 inspection that should be taken to improve services and taken the following action:

- Written protocols were implemented to support reception staff in their duties around prescribing.
- Significant events and safety alerts had been added as a standing agenda item for practice meetings and staff unable to attend the meeting where required to confirm they had read the minutes. A record of all safety alerts was also maintained, which included the actions taken as a result.
- The practice manager reviewed all registration with the appropriate professional bodies for nursing staff and GPs and had a system in place to ensure this was undertaken.
- Documentation for monthly checks on emergency lighting and fire exits had been updated to ensure emergency lighting was included.