

Hartwood Healthcare

Quality Report

Hartcliffe Health Centre
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Bristol
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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 Hartwood Healthcare on 3 December 2015. Following our comprehensive inspection overall the practice was rated as good with requires improvement for the safe domain. Following the inspection we issued requirement notices. The notices were issued due to a breach of Regulation 12 of The Health and Social Care Act (Regulated Activity) Regulations 2014, Safe care and treatment and for a breach of Regulation 19 of The Health and Social Care Act (Regulated Activity) Regulations 2014, Fit and Proper persons employed.

The issues were:

- Regulation 12: The provider must ensure the Patient Group Directions adopted by the practice to allow nurses to administer medicines in line with legislation are signed by the clinical governance lead for the nursing staff.
- Regulation 19: The provider must ensure that personnel employed to carry on the regulated activity did not have the appropriate checks through the Disclosure and Barring Service and the practice

did not hold the required specified information in respect of persons employed by the practice as listed in Schedule 3 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

A copy of the report detailing our findings can be found at www.cqc.org.uk.

We carried out an announced focused inspection at Hartwood Healthcare on 4 October 2016 to follow up the requirement notices which were issued on 3 December 2015 and to assess if the practice had implemented the changes needed to ensure patients who used the service were safe.

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

- We saw evidence that the provider had ensured there were safe systems in place for Patient Group Directions. These were adopted by the practice to allow nurses to administer medicines in line with legislation had been signed by the clinical governance lead for the nursing staff.
- We saw evidence that the provider had ensured that an appropriate system was in place for personnel employed to carry on the regulated activity. Staff now had the appropriate checks through the Disclosure and Barring Service and the practice now

Summary of findings

held the required specified information in respect of persons employed by the practice as listed in Schedule 3 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Following this inspection the practice was rated overall as good and good across all domains.

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 domain for safe is now rated as good. This is because:

- The provider had ensured there were safe systems in place for Patient Group Directions. These were adopted by the practice to allow nurses to administer medicines in line with legislation had been signed by the clinical governance lead for the nursing staff.
- The provider had ensured that an appropriate system was now in place for personnel employed to carry on the regulated activity. Staff now had the appropriate checks through the Disclosure and Barring Service and that the practice held the required specified information in respect of persons employed by the practice as listed in Schedule 3 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Good



Hartwood Healthcare

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Background to Hartwood Healthcare

Hartwood Healthcare, Hartcliffe Health Centre, Bristol, BS13 0JP provides support for approximately 7670 patients in the Hartcliffe area in South Bristol and in the neighbouring communities of Highridge and Withywood, where there are higher than average levels of deprivation.

Hartwood Healthcare is sited in a Healthcare Centre in a central position in the community of Hartcliffe. The practice shares facilities with another GP service, Hillview, and other local services provided by Bristol Community Health, such as podiatry, physiotherapy and midwifery services.

The building is accessible to patients with restricted mobility, wheelchair users and children's pushchairs. There is a pharmacy on site. There are nine consulting rooms and a shared treatment. The waiting room and reception area is divided into distinctive separate areas including a reception point for visitors using the services hosted or provided by Bristol Community Health. There are administrative offices, staff toilets, and shared staff rooms. There are parking spaces for staff and a small number accessible parking bays for patients.

There are five partners and four salaried GPs, six male and three female who provide 50 sessions per week. There are two practice nurses. The practice provides the four nursing staff including two health care assistants, a phlebotomist (blood testing) for the treatment suite service that is shared

with Hillview Surgery. The practice employs a pharmacist to attend the practice for 22 hours per week and has engaged a Patient Champion who works across three other practices in the local area. The clinical staff are supported by a practice manager and an administration team. The practice is a training practice for medical students and is also involved in clinical research.

The practice is open from 8:30am until 12:30pm and then 1.30pm until 6:30pm Monday to Friday. Later appointments are available up to 7:30pm on Mondays and Tuesdays for those patients who are unable to attend at other times.

The practice has a Personal Medical Services contract with NHS England (a locally agreed contract negotiated between NHS England and the practice). The practice is contracted for a number of enhanced services including extended hours access, facilitating timely diagnosis and support for patients with dementia, patient participation, remote care monitoring and childhood vaccination and immunisation scheme. One GP is a GP with Special Interests (GPwSI) in family planning.

The practice does not provide Out Of Hour's services to its patients, this is provided by BrisDoc. Contact information for this service is available in the practice and on the website. Patients are directed to the 111 service during lunchtimes when the practice is closed.

Patient Age Distribution

0-4 years old: 8.7% (higher than the national average)

5-14 years old: 14.3% (higher than the national average)

The practice told us they had 517 (7% of the practice population) aged 75 years and above.

Population Demographics

% of Patients in a Residential Home: 0.4 %

Detailed findings

Disability Allowance Claimants (per 1000) 93.4 (higher than the national average of 50.3)

% of Patients in paid work or full time education: 48.4 % (lower than the national average of 60.2%)

Practice List Demographics / Deprivation Index of Multiple Deprivation 2010 (IMD): 49.9 (National

average 23.6)

Income Deprivation Affecting Children (IDACI): 50 (National average 22.5)

Income Deprivation Affecting Older People (IDAOP): 32 (National average 22.5)

Hartwood Healthcare delivers on average 1,200 appointments each week. There is a high home visiting rate with 79 patients housebound and 517 over the age of 75 years. The practice along with two others that provide a service the population in this area have a high level of patients with long term respiratory problems.

Why we carried out this inspection

We carried out a focused inspection of this service 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, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

How we carried out this inspection

Before visiting, we reviewed a range of information we hold about the practice and asked other organisations to share what they knew. We carried out an announced visit on 4 October 2016.

During our visit we:

- Spoke with a range of staff including the practice manager and nursing staff on duty.

Reviewed documents relating to the recruitment and employment of staff and the records relating to the management of medicines, Patient Group Directions, for the administration of vaccines.

Are services safe?

Our findings

Overview of safety systems and processes

At the last comprehensive inspection of Hartwood Healthcare undertaken on 3 December 2015 we found that not all arrangements for managing Patient Groups Directions (PGDs) and the recruitment of staff were safe.

The concerns identified were:

- The Patient Group Directions (PGDs) that had been adopted by the practice to allow nurses to administer medicines in line with legislation had not been signed by the governance lead or the nursing staff. Therefore there was a risk that patients were not provided with the appropriate treatment.
- Personnel employed to carry on the regulated activity did not have the appropriate checks through the Disclosure and Barring Service and the practice did not hold the required specified information in respect of persons employed by the practice as listed in Schedule 3 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At this announced focused inspection on 4 October 2016 we reviewed what steps the practice had taken in line with the information they had supplied in their action plan that was submitted following the inspection in December 2015.

We found:

The practice staff had implemented changes which ensured that the PGD documents and information was monitored and kept up to date. One member of the nursing staff told us they had been trialling a new process and took the lead in ensuring documents were current and that when changes occurred the documents were checked and

completed with the responsible GPs signature. We saw the PGD documents were organised, held the appropriate information, were in date and had been signed by the responsible GP. Following the inspection we were provided with an updated policy and procedure that had been adopted by the partners at the practice that reflected the changes they had put in place.

We looked at the improvements the provider had put in place regarding the practice's policy and procedures for recruitment of staff. We found the policy had been updated to reflect changes in current practice, such as referring to the correct body for the Disclosure and Barring Service (DBS) and to include a risk assessment process where a decision is made if the role necessitated one to be carried out. We reviewed two personnel files. We found records of appropriate recruitment checks had been undertaken prior to employment, although the practice was still waiting for the outcome of a DBS check. A risk assessment was in place and the provider had ensured they had sufficient information to support their decision that the risks were low and patients were protected from possible harm or abuse.

We were told and shown an example of the steps the provider was taking to acquire satisfactory employment information from its current staff. This included when their role changed within the practice. We saw that the practice used a recruitment and employment checklist, the employment records had been reviewed and there was a planned programme of ensuring that the appropriate information was obtained for all staff. This included when DBS renewal checks would take place, updating and retaining proof of identity including current photographs of all staff.