

Rode Heath Surgery

Quality Report

130 Heath Avenue
Rode Heath
Stoke On Trent
Staffordshire
ST7 3TH

Tel: 01270 872872

Website: www.greenmossmedicalcentre

Date of inspection visit: 22 August 2017

Date of publication: 26/09/2017

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

Contents

Summary of this inspection

Overall summary	Page 2
The five questions we ask and what we found	3
Areas for improvement	4

Detailed findings from this inspection

Our inspection team	5
Background to Rode Heath Surgery	5
Why we carried out this inspection	5
How we carried out this inspection	5
Detailed findings	7

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of Rode Heath Surgery on 10, 17 and 24 January 2017. The overall rating for the practice was good. However, the practice was rated as requires improvement for providing safe services. The full comprehensive report on the January 2017 inspection can be found by selecting the 'all reports' link for Rode Heath Surgery on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on 22 August 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulation that we identified at our previous inspection in January 2017. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is rated as good and is now rated as good for providing safe services.

Our key findings were as follows:

- Action had been taken to ensure that the premises were safely maintained.
- Action had been taken to ensure medicines requiring refrigeration were stored within the recommended temperature

In addition, the practice had made the following improvements:

- The procedure for tracking blank prescription forms through the practice had been reviewed.
- A central record of staff training was now held.
- Outcomes from audits were formally shared between clinicians.

The areas where the provider should make improvements are:

- Ensure a comprehensive legionella risk assessment is completed.

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. The electrical wiring had been inspected since the last inspection. Action had been taken to identify the risks presented by legionella and a comprehensive assessment was planned. Action had been taken to ensure medicines requiring refrigeration were stored within the recommended temperature range. However, no medication or vaccines were currently stored on the premises.

Good



Summary of findings

Areas for improvement

Action the service **SHOULD** take to improve

- Ensure a comprehensive legionella risk assessment is completed.

Rode Heath Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

The inspection was undertaken by a CQC inspector.

Background to Rode Heath Surgery

Rode Heath Surgery is responsible for providing primary care services to approximately 4,813 patients. The practice is situated in Rode Heath in Stoke On Trent, Staffordshire. The provider also operates another practice close by called Greenmoss Medical Centre. Both practices share the same staff and have the same patient list. Greenmoss Medical Centre has a dispensary. Since the last inspection only a limited stock of medication for acute conditions is available to be dispensed from Rode Heath Surgery. Rode Heath Surgery is based in an area with lower than average levels of economic deprivation when compared to other practices nationally. The number of patients with a long standing health condition is above average when compared to other practices nationally.

The staff team includes four partner GPs, three practice nurses, a health care assistant, practice manager, dispensing, administration and reception staff. There are both male and female GPs. The nursing team and health care assistant are female. The practice is open from 4pm to 6.30pm Tuesday and Thursday. Patients are also able to access appointments at Greenmoss Medical Centre which is open 8.30am to 6.30pm Monday, Wednesday and Friday and from 8.30am to 2pm on Tuesday and 8.30am to 12.30pm on Thursday. Patients are directed to telephone 111 if they require out of hour's GP services. Out of hours services are provided by East Cheshire Trust. There is

limited parking at the Rodeheath Surgery. A treatment room is located on the first floor and patients are advised about this so that they can access the Greenmoss Medical Centre if necessary. Patient facilities are on the ground floor at Greenmoss Medical Centre and the practice has a large car park for on-site parking.

The practice has a General Medical Service (GMS) contract. The practice offers a range of enhanced services such as minor surgery, influenza and shingles immunisations, facilitating timely diagnosis and support for patients with dementia and increased GP access to reduce unplanned hospital admissions.

The providers are planning to close Rode Heath Surgery in October 2017 and are in the process of submitting an application to CQC.

Why we carried out this inspection

We undertook a comprehensive inspection of Rode Heath Surgery on 10, 17 and 24 January 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good. However, the practice was rated as requires improvement for providing safe services. The full comprehensive report following the inspection in January 2017 can be found by selecting the 'all reports' link for Rode Heath Surgery on our website at www.cqc.org.uk.

We undertook an announced focused inspection on 22 August 2017. This inspection was carried out to review 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 Rode Heath Surgery on 22 August 2017. This involved reviewing:

- Records and an action plan developed by the service indicating how improvements had been made to safety.

Are services safe?

Our findings

At our previous inspection on 10, 17 and 24 January 2017 we rated the practice as requires improvement for providing safe services. Improvements were needed to ensure the premises were safe.

When we undertook a follow up inspection on 23 August 2017 we found that improvements had been made. Records showed that an electrical wiring inspection had been carried out. We were informed that the practice manager had taken advice from an expert in health and safety who had determined that the risks presented legionella were low. The practice manager was in the process of obtaining quotations from specialist companies to ensure a comprehensive risk assessment was

undertaken. At the last inspection we identified that the system for ensuring medication was stored at the appropriate temperature needed to be improved. The temperature recording system had been revised and a more detailed recording template introduced. However, there had been some changes to how the practice operated since the last inspection. The providers were planning to close the practice in October 2017 and were in the process of submitting an application to CQC. No repeat medication (including refrigerated medication) had been held since April 2017 and no vaccines since July 2017.

We found that improvements had been made to the procedure for tracking blank prescription forms through the practice.