

Dr RC Rautray's Practice

Quality Report

Primrose Bank Medical Centre
Larkhill
Blackburn
Blackburn with Darwen
BB1 5ER
Tel: 01254 672132
Website:

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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	
Are services effective?	Good	
Are services caring?	Good	
Are services responsive to people's needs?	Good	
Are services well-led?	Good	

Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

This is a focused desk top review of evidence supplied by Dr RC Rautray's Practice, for two areas within the key question safe. The desk top review was conducted on 4 January 2017.

The practice was initially inspected on 30 August 2016. The inspection was a comprehensive inspection under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (HSCA). At that inspection, the practice was rated 'good' overall. However, we found that:

- A legionella risk assessment had not been carried out for the main surgery or branch surgery buildings.
- Emergency medicines were not sufficient to meet patient needs in the event of an emergency situation such as suspected adult meningitis.
- There was no evidence to demonstrate that the equipment for use in the event of an emergency such as the automatic electronic defibrillator (AED) was checked on a regular basis.

- There were no processes in place to ensure the safe management of medicines specifically in relation to patient medication alerts received by the practice. The issue of prescription pads to GPs for home visits was not appropriately monitored.
- The process for recruiting locum GPs was not thorough enough to ensure that persons providing care or treatment had the qualifications, competence, skills and experience to do so safely.

The practice supplied an action plan and a range of documents which demonstrated they are now meeting the requirements of Regulation 12 Safe care and treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Following this desktop review, we found the practice to be good in providing safe services. Overall, the practice is rated as good.

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.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to safe care and treatment since the inspection carried out in August 2016.

A legionella risk assessment had been undertaken at main and branch surgeries. Systems had been implemented to ensure prescription pads used for home visits were monitored. The recruitment policy had been updated to reflect the need to carry out required checks for locum GPs.

Evidence supplied included copies of weekly checks of the defibrillator to ensure it was in working order. The practice had introduced a system that ensured GPs received and read any safety alerts received.

A list of recommended emergency medicines held in the practice had been produced.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection in August 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection in August 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services responsive to people's needs?

The practice is rated as good for providing responsive services.

This rating was given following the comprehensive inspection in August 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services well-led?

The practice is rated as good for providing well-led services.

Good



Summary of findings

This rating was given following the comprehensive inspection in August 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

The practice is rated as good for the care of older people.

This rating was given following the comprehensive inspection in August 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



People with long term conditions

The practice is rated as good for the care of people with long term conditions.

This rating was given following the comprehensive inspection in August 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Families, children and young people

The practice is rated as good for the care of families, children and young people.

This rating was given following the comprehensive inspection in August 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Working age people (including those recently retired and students)

The practice is rated as good for the care of working age people (including those recently retired and students).

This rating was given following the comprehensive inspection in August 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable.

This rating was given following the comprehensive inspection in August 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Summary of findings

People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia).

This rating was given following the comprehensive inspection in August 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Summary of findings

What people who use the service say

As part of this focused desk top review we did not speak to any people who use the service.

Dr RC Rautray's Practice

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector reviewed and analysed the documentary evidence submitted.

Background to Dr RC Rautray's Practice

Dr RC Rautray's Practice, also known as Primrose Bank Medical Centre, is housed in a purpose-built two-storey building close to the town centre of Blackburn at Larkhill, Blackburn, BB1 5ER. There is a branch surgery in Ewood at 461 Bolton Road, Ewood, BB2 4HY. The main surgery building was constructed in 1999 and extended in 2006. It provides patient facilities of a waiting area, two treatment rooms and five consulting rooms all on the ground floor.

The main practice provides level access for patients to the building with automated entry doors. There is parking provided at the front and to the side of the building and the practice is close to public transport.

The practice is part of the Blackburn with Darwen Clinical Commissioning Group (CCG) and services are provided under a Personal Medical Services Contract (PMS). There are three male GP partners and one female salaried GP. There is also one practice nurse. A practice manager, a deputy practice manager and nine administrative and reception staff support the clinical team.

The main practice is open from 8am to 6.30pm every day from Monday to Friday and extended hours are offered on Tuesday from 6.30pm to 8pm and on Wednesday from 6.30pm to 7.30pm. Appointments are available from 8.45am every day except Thursday when they start at 9am

and finish at 5.50pm on Mondays and Fridays, 7.50pm on Tuesdays and 7.20pm on Wednesdays. There is no bookable afternoon surgery on a Thursday when appointments finish at 11.35am.

The branch surgery at Ewood is open on Monday and Friday mornings between 8.30am and 12.30pm. When the practice is closed, patients are able to access out of hours services offered locally by the provider East Lancashire Medical Services by telephoning 111.

The practice provides services to 4,872 patients. The practice profile shows patient age distribution is similar to the national profile. There are slightly more patients aged under 18 years of age (24%) compared to the national average of 21% and fewer patients aged over 65 years of age (14%) compared to the national average of 17%.

Information published by Public Health England rates the level of deprivation within the practice population group as two on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Both male and female life expectancy is lower than the local and national average, 81 years for females compared to 83 years nationally and 76 years for males compared to 79 years nationally.

Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 30 August 2016. This inspection was a planned focused desk top review to check whether the provider had taken the required action and was now meeting the legal requirements and regulations associated with the Health and Social Care Act

Detailed findings

2008 (Regulated Activities) Regulations 2010, now amended by the current legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

How we carried out this inspection

A CQC inspector reviewed and analysed the documentary evidence submitted.

Are services safe?

Our findings

The practice is rated as good for providing safe services.

At the inspection in August 2016 we found there were shortfalls in relation to Regulation 12 Safe care and treatment of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014.

- The practice had not carried out a legionella risk assessment for the main or branch surgeries.
- Had not ensured that emergency medicines were sufficient to meet patient needs in the event of an emergency situation. There was no risk assessment for the medicines carried by the surgery to treat patient emergencies.
- The practice did not have a system in place for accurate and regular checking of the practice patient defibrillator.
- The practice had not ensured that the locums employed had the qualifications, competence, skills and experience necessary to provide safe care and treatment before their employment.
- The practice had not ensured that patient medication safety alerts were actioned and there was insufficient monitoring of prescription pads.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to safe care and treatment since the inspection carried out in August 2016.

The practice submitted copies of legionella risk assessments carried out on 7 October 2016 for the main and branch surgeries. The practice also submitted a risk assessment for the emergency medicines carried by the surgery.

The practice had developed a system for monitoring the use of prescription pads used for home visits. The practice submitted evidence to demonstrate that the defibrillator was checked on a weekly basis to ensure it was in working order.

The practice had produced a list of recommended emergency medicines held on site this included the medication to treat an adult with suspected meningitis.

We saw documentary evidence to demonstrate that the recruitment policy had been reviewed and updated on 7 December 2016. The policy had been amended to reflect that all required recruitment checks must be completed prior to appointing a locum GP.

The practice submitted a record of all safety alerts received, any action required and clinicians signature to demonstrate they had received and read the safety alerts.

Are services effective?

(for example, treatment is effective)

Our findings

Please note this is a focused desk top review of safe care and treatment within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

Are services caring?

Our findings

Please note this is a focused desk top review of safe care and treatment within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Please note this is a focused desk top review of safe care and treatment within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

Our findings

Please note this is a focused desk top review of safe care and treatment within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>