

Kensington Street Surgery Practice

Inspection report

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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

Good



Are services safe?

Good



Overall summary

We carried out an announced comprehensive inspection at Kensington Street Surgery Practice on 3 May 2017. The overall rating for the practice was good. However, a breach of regulations was found which resulted in the practice being rated as requires improvement for providing safe services. The full comprehensive report for the May 2017 inspection can be found by selecting the 'all reports' link for Kensington Street Surgery Practice on our website at www.cqc.org.uk.

In addition to the breach of regulation, at the inspection on 3 May 2017 we also said the practice should consider the following areas:

- Continue to improve the identification of carers on the practice register to assure themselves that carers are aware of support available to them.
- Be able to assure themselves that cleaning schedules are in place for multi-patient use clinical equipment.
- Review the arrangements for checking medical supplies at the practice are in date.
- Continue to address issues identified in the national GP survey in order to improve patient satisfaction around accessing the practice.

This inspection was an announced focused inspection carried out on 18 April 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach of regulations that we identified at our previous inspection on 3 May 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.

At this inspection we found:

- The practice had clear systems and processes in place to manage temperature sensitive medicines.
- The practice and patient engagement lead had improved the number of carers identified at the practice

and liaised with the voluntary sector to continue to identify carers. A carers' resource offered additional support by attending the practice to hold carers events. The number of carers identified by the practice had increased but remained at just less than 1%. A carer identification protocol has been implemented.

- The practice had implemented cleaning schedules for multi-patient use clinical equipment.
- The practice reviewed the stock of medical supplies monthly to ensure they were in date and recorded this.
- The practice was using innovative methods to encourage patients to respond to the GP patient survey and had made a number of changes to improve patient satisfaction. Actions taken included PPG involvement and community engagement events to increase satisfaction with the overall experience of the surgery. Seven day a week access to a GP as part of extended hour's access via federation membership was available. In addition patients were encouraged to complete the GP patient survey online where it could be translated into a number of different languages. An iPad supplied by the federation was also used to show visual representations of the human body to patients; with the intention of improving patients' involvement in their consultation, and aiding communication and understanding. GP patient survey results from 2017 showed an overall improvement from 2016. For example, 100% of patients said they had confidence and trust in the last nurse they saw or spoke to.

The areas where the provider should make improvements are:

- Continue to improve further the identification of carers on the practice register to assure themselves that carers are aware of support available to them.

Professor Steve Field CBE FRCP FFPH FRCGP Chief Inspector of General Practice

Our inspection team

Our inspection was carried out by a CQC lead inspector.

Background to Kensington Street Surgery Practice

Kensington Street Surgery Practice, Kensington Street Health Centre, Whitefield Place, Bradford, BD8 9LB is located near to the centre of Bradford. The building is purpose built with good parking facilities and disabled access.

The practice is registered with the CQC to provide primary care services. It provides Primary Medical Services (PMS) for 5,125 patients under a PMS contract in the Bradford City Commissioning Group (CCG). There are higher than average number of patients under the age of 39, in common with the characteristics of the Bradford City area, and fewer patients aged over 45 than the national average. The National General Practice Profile states that 66% of the practice population is from an Asian background with a further 8% of the population originating from black, mixed or other non-white ethnic groups.

The provider, Dr Ishtiaq Gilkar, is registered to provide diagnostic and screening procedures, treatment of disease, disorder or injury, maternity and midwifery services, family planning and surgical procedures.

Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one

represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 77 years compared to the national average of 79 years. Female life expectancy is 81 years compared to the national average of 83 years.

The practice has one GP partner, one salaried GP and a number of locum GPs (three male and three female). They also have an advanced nurse practitioner, practice nurse, two clinical pharmacists, a data quality manager, patient engagement lead and two healthcare assistants. The reception team consists of one practice manager, and a number of reception and administrative staff.

The practice is open Monday to Friday from 8:30am to 6pm. Extended hours appointments are also available to all patients at additional locations within the area as the practice is a member of a GP federation: Monday to Friday 6.30pm until 9.30pm and on Saturday and Sunday 11am until 1pm. Patients can also see a physiotherapist and a debt counsellor at these times.

Additional out of hours care is accessed by calling the NHS 111 service.

We saw that the previously awarded CQC ratings were displayed in the practice.

Are services safe?

We rated the practice as good for providing safe services.

Safety systems and processes

- There was an effective system to manage infection prevention and control. The practice had implemented cleaning schedules for multi-patient use clinical equipment which were consistently completed.
- The practice had arrangements to ensure that facilities and equipment were safe, clean and in good working order.
- The practice reviewed the stock of medical supplies monthly to ensure items such as blood bottles and swabs were in date and recorded this. The practice had also reviewed the amount of stock which was stored.

Appropriate and safe use of medicines

The practice had reliable systems for appropriate and safe handling of medicines.

- The systems for managing and storing medicines, including vaccines, minimised risks. We saw that vaccine fridge temperature monitoring charts were in place and these were reviewed weekly by the management.

- The provider had purchased a data logger which remained in the fridge. This monitored temperature control and the results were downloaded each week and reviewed. We saw that appropriate action was taken when the fridges were found to be outside the recommended temperature range.
- A vaccine and cold chain policy had been developed by the practice with input from the Clinical Commissioning Group (CCG) medicines management team.

Lessons learned and improvements made

The practice learned and made improvements when things went wrong.

- Following the breach of regulation found at the inspection on 3 May 2017 which related to the storage and management of vaccines, the practice had responded with an action plan which involved the raising of a significant event. This significant event was then reviewed with the staff team at staff meetings and an information giving session discussed best practice.

Please refer to the Evidence Tables for further information.