

The Hawthorns Surgery

Quality Report

The Hawthorns Surgery

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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 The Hawthorns Surgery on 25 February 2016. The overall rating was good. During the inspection we found breaches of legal requirements and the provider was rated as requires improvement under the safe key question. Following this inspection the practice sent to us an action plan detailing what they would do to meet the legal requirements in relation to the following:-

- Ensuring that there is regular testing of water supply temperatures in order to minimise the risk of exposure of staff and patients to Legionella bacteria.
- Ensuring the timely review of all documents, patient reports and correspondence received by the practice in order to promote safe outcomes for patients.

The full comprehensive report on the 25 February 2016 inspection outcome can be found by selecting the 'all reports' link for The Hawthorns Surgery on our website at www.cqc.org.uk.

An announced focused inspection was carried out on 28 March 2017. This inspection was to verify if the practice had carried out their action plan to meet the legal requirements in relation to the breaches in regulations

that we had identified in our previous inspection on 25 February 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

At our previous inspection on 25 February 2016, we rated the practice as requires improvement for providing safe services as water temperatures were not being monitored in accordance with the Legionella risk assessment and correspondence received by the practice was not being actioned in a timely manner. At this inspection we found that the practice had completed their action plan and the practice is now rated as good for providing safe services.

Our key findings at this inspection, 28 March 2017 were as follows:

- Water temperatures were being monitored regularly in accordance with the Legionella risk assessment.
- The practice had implemented a system to ensure there was clear responsibility for handling correspondence and to ensure that it was reviewed and dealt with in a timely manner.

At our previous inspection on 25 February 2016, we also found that the arrangements for the storage of clinical waste awaiting collection could be improved.

During our inspection 28 March 2017 we saw;

Summary of findings

- The practice had improved the arrangements for clinical waste to ensure that it was stored securely prior to collection.

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 now rated as good for providing safe services.

During our inspection on 25 February 2016 we identified concerns with legionella monitoring, timely handling of incoming correspondence, and the storage of clinical waste.

At this inspection on 28 March 2017, we found:

- Water temperatures were being monitored regularly as part of the legionella risk assessment.
- Clinical waste was stored appropriately and securely prior to collection.
- Correspondence was reviewed and dealt with in a timely manner.

Good



The Hawthorns Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team consisted of a CQC inspector.

Background to The Hawthorns Surgery

The Hawthorns Surgery provides services to approximately 8,500 registered patients. The practice has a General Medical Services (GMS) contract and offers enhanced services for example; various immunisation and learning disabilities health check schemes. Care is provided to patients living in residential and nursing home facilities and a local hospice.

The practice has a below average number of patients aged 10-44 years, and an above average number of patients aged 50 – 59 years and patients aged over 75 years. There are a higher than average percentage of patients with long standing health conditions. The practice has a lower number of children and older people affected by deprivation than the national average although it is slightly higher than the clinical commissioning group average.

Care and treatment is delivered by five GP partners and one salaried GP (five male, one female). The practice employs a team of one nurse practitioner, three practice nurses, and three phlebotomists. GPs and nurses are supported by the practice manager, an IT manager and a team of reception and administration staff.

The practice is a GP training practice and supports qualified doctors who are completing their specialist GP training.

The practice is open from 8.00am to 6.30pm Monday to Friday and offers extended hours appointments from

6.30pm to 7.10pm on Mondays. Patients requiring a GP outside of normal hours are advised to call NHS 111 where they will be directed to the most appropriate out of hours service.

Services are provided from:

The Hawthorns Surgery

1 Oxford Road

Redhill

RH1 1DT

Why we carried out this inspection

We undertook a comprehensive inspection of The Hawthorns Surgery on 25 February 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good. The full comprehensive report following the February 2016 inspection can be found by selecting the 'all reports' link for The Hawthorns Surgery on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of The Hawthorns Surgery on 28 March 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.

How we carried out this inspection

We carried out a focused inspection of The Hawthorns Surgery on 28 March 2017. This involved reviewing evidence that:

Detailed findings

- Water temperatures were being monitored regularly.
- Correspondence was being handled in an appropriate and timely manner.
- Clinical waste was stored appropriately and securely prior to collection.

During our visit we:

- Spoke with staff including GP partners, the practice manager, deputy practice manager and IT manager.

Are services safe?

Our findings

At our previous inspection on 25 February 2017, we rated the practice as requires improvement for providing safe services as the arrangements in respect of Legionella monitoring and handling of correspondence needed improving.

These arrangements had significantly improved when we undertook a follow up inspection on 28 March 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and process

During our inspection in February 2016 we saw that there was a backlog of incoming documents awaiting review by GPs.

At our inspection 28 March 2017 we reviewed the electronic document handling system and saw evidence that the GPs were all up to date with their incoming correspondence. All of the documents awaiting review had been received on the day of inspection apart from one which had been received late the day before the inspection. We also saw that each GP had less than ten documents awaiting review. Staff and GPs we spoke with told us the IT manager and

deputy practice manager regularly reviewed the GPs workflows to ensure that back logs did not occur. Correspondence for GPs who were away from the practice was reviewed by the duty GP on a daily basis.

During our inspection in February 2016 we found that the outside storage unit used to store clinical waste awaiting collection was not secure.

At our inspection 28 March 2017 we saw that clinical waste was being stored securely in a locked unit whilst awaiting collection.

Monitoring risks to patients

At our inspection 25 February 2016 we saw that the practice had completed a legionella risk assessment however we noted they had not implemented processes to ensure they monitored the temperature of the water supplies. (Legionella is a term for a particular bacterium which can contaminate water systems in buildings).

During our inspection 28 March 2017 we saw records demonstrating the practice was monitoring water temperatures on a monthly basis, as recommended by the legionella risk assessment. We also saw evidence that protocols were in place clearly detailing the actions to be taken should the temperatures be out of the recommended range.