

The Bridges Medical Practice

Quality Report

26 Commercial Road

Weymouth

DT4 7DW

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Website: www.thebridgesmedicalcentre.co.uk

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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 well-led?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We undertook a comprehensive inspection of The Bridges Medical Practice on 2 December 2016. The practice was rated as requires improvement in the well led domain and good in safe, effective, caring and responsive domains. The overall rating for the practice was good. The full comprehensive report following the inspection on 2 December 2016 can be found by selecting the 'all reports' link for The Bridges Medical Practice on our website at www.cqc.org.uk.

This inspection was an announced focused inspection of The Bridges Medical Practice on 28 September 2017. The inspection was carried out to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulations that we identified in our previous inspection on 2 December 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as good.

Our key findings were as follows:

The practice had suitable governance arrangements and systems for assessing and monitoring risks and the quality of the service provision.

- There were appropriate systems and processes in place to ensure prescription stationery was kept securely, logged and its usage tracked.
- Records showed that training was planned for and there were completed records of training provided to staff, with dates identified for refresher training in line with practice policy.
- Appropriate checks had been carried out with regard to safety of the premises used for the regulated activities.

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 well-led?

The practice is now rated as good for being well-led.

- There were appropriate systems and processes in place to ensure prescription stationery was kept securely, logged and its usage tracked.
- Records showed that training was planned for and there were completed records of training provided to staff, with dates identified for refresher training in line with practice policy.
- Appropriate checks had been carried out with regard to safety of the premises used for the regulated activities.

Good



The Bridges Medical Practice

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team consisted of a CQC inspector.

Background to The Bridges Medical Practice

The Bridges Medical Practice is located in Weymouth, Dorset. It is based in a purpose built premises and there is parking available. The practice is based on two floors accessible by stairs and a lift. There is a branch surgery called the Littlemoor Surgery in Weymouth and the practice also has a lease agreement to use rooms at Littlemoor Health Centre in Weymouth. These sites share a patient list and staff work at all sites.

The practice is part of NHS Dorset Clinical Commissioning Group. The practice provides services via a Personal Medical Services (PMS) contract (PMS contracts are a contract between NHS England and general practices for delivering general medical services).

The practice has approximately 14000 registered patients. The practice has patients from all age groups with a slightly higher proportion of patients aged over 65 compared to other age ranges. The area in which the practice is located is placed in the fourth most deprived decile. In general, people living in more deprived areas tend to have a greater need for health services. According to the Office for National Statistics and information provided by the practice, the practice catchment area has a high proportion of people from a White British background.

There are eight GP partners and two salaried GPs. Three locum GPs also provide cover if required. In total including locum GPs there are four male and nine female GPs. This provides approximately eight whole time GP equivalents per week.

The practice employs four nurse practitioners, five practice nurses, one emergency care practitioner, one phlebotomist, and one health care assistant. The practice manager is supported by a deputy manager and team of administrative and reception staff.

The practice provides training to doctors training to be GPs. At the time of our inspection, the practice was supporting two GPs in training.

The Bridges Medical Practice is open between 8.15am to 6pm Monday to Friday, and until 8pm on Wednesdays. Telephone lines are open between 8am and 6.30pm Monday to Friday. Appointments are available from 8.30am and 5.30pm Monday to Friday, and until 8pm on Wednesdays. Appointments are available at Littlemoor Surgery from 8.30am and 5.30pm Monday to Friday, and until 8pm on either a Monday or Thursday each week.

When telephone lines are closed a message provides patients with information about alternative healthcare services including NHS 111 and 999. The practice uses rooms at Littlemoor Health Centre to provide consultations when required.

Services are provided from the following locations:

The Bridges Medical Practice (main practice)

26 Commercial Road

Weymouth

Dorset

DT4 7DW

Detailed findings

Littlemoor Surgery (branch site)

Louviers Road

Littlemoor

Weymouth

DT3 6SA

Why we carried out this inspection

We undertook a comprehensive inspection of The Bridges Medical Practice on 2 December 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement in the well led domain and good in safe, effective, caring and responsive domains. The overall rating for the practice was good. The full comprehensive report following the inspection on 2 December 2016 can be found by selecting the 'all reports' link for The Bridges Medical Practice on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of The Bridges Medical Practice on 28 September 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 an announced visit to the practice on 28 September 2017 and looked specifically at the shortfalls identified in the requirements notice made after our inspection in December 2016.

We did not speak with patients who used the service.

We spoke with the lead GP partner, a GP partner who was the registered manager and the practice manager.

We looked at policies and procedures and inspected records related to the running of the service. This included evidence related to:

- Systems and processes to ensure prescription stationery was kept securely, logged and usage tracked.
- Processes to ensure training was planned for and there were completed records of training provided to staff.
- Appropriate checks had been carried out with regard to safety of the premises used for the regulated activities.

Are services well-led?

Good 

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

Our findings

At our previous inspection on 2 December 2016 the practice was rated as requires improvement for providing well led services as governance systems did not always support the strategy for good quality care. Systems to monitor and document the quality and safety of the service required reviewing to ensure all aspects of governance were assessed and actioned. For example, appropriate records were not in place to track the location of blank prescriptions through the practice in line with national guidance. Systems to monitor and record that all training updates were undertaken in line with practice guidance were not always comprehensive. All appropriate checks had not been undertaken in all premises used for regulated activities.

These arrangements had improved when we undertook a follow up inspection on 28 September 2017.

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

Governance arrangements

We reviewed records kept for handling of prescription stationery within the practice. We found that tracking logs were maintained and accurate and prescription stationery was kept securely when not needed. The policy related to handling prescription stationery had been reviewed and

updated to reflect current guidance. This was shared with all relevant members of staff. In addition the practice had reviewed staff permissions on accessing prescription requests or generating prescriptions to ensure they were relevant and necessary for the member of staff concerns. Records we viewed confirmed this.

The practice had developed a comprehensive training record which captured when training had been provided and when refresher training was due. The spreadsheet had ratings to show when training had been completed, when it was due or overdue. Training accessed via online packages, such as basic life support training, enabled the system used to automatically send an email to a member of staff informing them when it was due for a review. The practice were in the process of uploading all training undertaken onto the computer system, to enable them to produce training report status updates. Training needs for staff were discussed during appraisals and the monthly practice meetings.

Suitable arrangements and documentary evidence were in place to ensure that the practice were aware of when appropriate checks had been undertaken in all rented premises used for regulated activities. For example, legionella risk assessments and fire safety checks. (Legionella is a term for a particular bacterium which can contaminate water systems in buildings).