

Eightlands Surgery

Quality Report

Dewsbury Primary Care Centre
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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



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 Eightlands Surgery on 23 February 2016. The practice was rated as requires improvement for safe and effective. The overall rating was requires improvement. Breaches of legal requirements were found.

Following on from the inspection the practice provided us with an action plan detailing the evidence of the actions they had taken to meet the legal requirements in relation to providing safe and effective services to the patients.

We undertook a desk based review on 5 August 2016 and visited the practice on 10 August 2016. This was to review in detail the information the practice had sent to us and to confirm that the practice were now meeting legal requirements. This report only covers our findings in relation to those legal requirements.

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

Our key findings across the areas we inspected were as follows:

- Patient Group Directions and Patient Specific Directions had been adopted by the practice to allow nurses to administer medicines in line with legislation.
- The practice could demonstrate how they ensured role-specific training and updating for relevant staff. For example, for those reviewing patients with long-term conditions.
- Systems were in place to effectively manage the safe storage of vaccines.

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.

Good



- Patient Group Directions and Patient Specific Directions had been adopted by the practice to allow nurses to administer medicines in line with legislation. Patient Group Directions are written instructions for the supply or administration of medicines to groups of patients who may not be individually identified before presentation for treatment. Patient Specific Directions are written instruction, from a qualified and registered prescriber for a medicine including the dose, route and frequency or appliance to be supplied or administered to a named patient after the prescriber has assessed the patient on an individual basis.
- Systems were in place to effectively manage the safe storage of vaccines.

Are services effective?

The practice is rated as good for providing effective services.

Good



- The practice could demonstrate how they ensured role-specific training and updating for relevant staff. For example, for those reviewing patients with long-term conditions.

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 provider had resolved the concerns identified for safety and effectiveness which applied to everyone using the practice, including this population group. The population group ratings have been updated to reflect this.

Good



People with long term conditions

The provider had resolved the concerns identified for safety and effectiveness which applied to everyone using the practice, including this population group. The population group ratings have been updated to reflect this.

Good



Families, children and young people

The provider had resolved the concerns identified for safety and effectiveness which applied to everyone using the practice, including this population group. The population group ratings have been updated to reflect this.

Good



Working age people (including those recently retired and students)

The provider had resolved the concerns identified for safety and effectiveness which applied to everyone using the practice, including this population group. The population group ratings have been updated to reflect this.

Good



People whose circumstances may make them vulnerable

The provider had resolved the concerns identified for safety and effectiveness which applied to everyone using the practice, including this population group. The population group ratings have been updated to reflect this.

Good



People experiencing poor mental health (including people with dementia)

The provider had resolved the concerns identified for safety and effectiveness which applied to everyone using the practice, including this population group. The population group ratings have been updated to reflect this.

Good



Eightlands Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

The focused inspection was carried out by a CQC inspector.

Background to Eightlands Surgery

Eightlands surgery is located on the first floor of Dewsbury Primary Care Centre which is a large multi-practice health centre owned by community provider Locala. The practice is located centrally in Dewsbury opposite the train station and close to shops and the market.

The practice provides primary care to 6363 patients under a personal medical services contract with NHS England. Ten per cent of patients are from black minority and ethnic populations. There are two whole time equivalent GP partners, one male and one female who have run the practice for approximately two years. There is a female practice nurse, a female nurse practitioner, a female healthcare assistant and a female phlebotomist. The clinical team is supported by a practice manager and a team of administrative staff including two apprentices.

In addition to primary care services the practice provides minor surgery and hosts alcohol shared care service on Thursdays and a midwife clinic on Tuesdays and Wednesdays. The practice is open between 8am and 6.00pm Monday to Friday. Appointments are from 8.30am

to 12.00pm every morning and 3.00pm to 5.50pm daily. Extended surgery hours are offered from 6.00pm to 7.30pm on Monday evenings. When the practice is closed services are provided by Local Care Direct and NHS 111.

Why we carried out this inspection

We carried out an announced comprehensive inspection at Eightlands Surgery on 23 February 2016. The practice was rated as requires improvement for safe and effective. The overall rating was requires improvement. Breaches of legal requirements were found.

Following on from the inspection the practice provided us with an action plan detailing the evidence of the actions they had taken to meet the legal requirements in relation to providing safe and effective services to the patients.

How we carried out this inspection

We undertook a desk based review on 5 August 2016 and visited the practice on 10 August 2016. This was to review in detail the information and evidence the practice had sent to us and to confirm that the practice were now meeting legal requirements. This report only covers our findings in relation to those legal requirements.

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

Are services safe?

Our findings

This focused inspection was conducted in order to review safety issues which were identified at the comprehensive inspection carried out on 23 February 2016. The inspection found that the practice required improvement in relation to providing safe services to patients. This focused inspection rated the practice as good for providing safe services.

- Patient Group Directions and Patient Specific Directions were in place to allow nurses who were not prescribers to administer medicines in line with legislation.
- Systems were in place to effectively manage the safe storage of vaccines. The practice installed secondary gauges in both vaccine fridges to provide constant monitoring of the temperature.

Are services effective?

(for example, treatment is effective)

Our findings

This focused inspection was conducted in order to review effective staffing issues which were identified at the comprehensive inspection carried out on 23 February 2016. The inspection found that the practice required improvement in relation to providing effective services to patients. This focused inspection rated the practice as good for providing effective services.

- The practice could demonstrate how they ensured role-specific training and updating for relevant staff. For example, for those reviewing patients for travel health, sexual health and contraception and long-term conditions such as diabetes.
- We saw evidence that the nurse was booked to attend further training for ear irrigation, phlebotomy, respiratory disease management and the primary care management of diabetes.