

Springfield GP Led Health Centre

Quality 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 service

Good



Are services safe?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We previously carried out an announced comprehensive inspection at Springfield GP Led Health Centre on 02 November 2016. The overall rating for the practice was good. Within that overall rating the practice was rated as requires improvement for providing safe services. This was because it was not meeting legal requirements in relation to some aspects of:

- Infection prevention and control.
- Medicines storage.
- Disclosure and Barring Service (DBS) checks for staff. DBS

The full comprehensive report of the November 2016 inspection can be found at www.cqc.org.uk/location/1-584576678.

This inspection on 19 July 2017 was an announced focused inspection and was carried out to confirm that the practice had completed its plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 02 November 2016. This report covers our findings in relation to those requirements.

Overall the practice is rated as good.

Our key findings were as follows:

- The practice took action to mitigate risks associated with the spread of infection and with legionella.
- Arrangements for storing medicines requiring cold storage were robust.
- A system was in place to ensure all staff received DBS checks in line with the practice's policy.

The practice had also acted on recommendations we made at our previous inspection and implemented additional improvements:

- The practice had put in place a system for routinely and regularly checking the defibrillator to ensure it was in good working order at all times. The checks ensured the defibrillator battery was charged and the defibrillator pads were within their expiry date. A log was kept to record when the checks were completed.

At our previous inspection on 02 November 2016 we rated the practice as requires improvement for providing safe services because not all risks to the health and safety of service users were being managed and mitigated, some medicines were not stored safely, and there were gaps in

Summary of findings

the information the provider maintained in respect of some of the staff it employed. At this inspection we found these shortfalls had been remedied. Consequently, the practice is rated as good for providing safe services.

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.

- The practice had clearly defined and embedded systems, processes and practices to minimise risks to patient safety in respect of infection prevention and control and legionella.
- Processes and procedures were in place to ensure that medicines requiring cold storage were managed appropriately.
- Disclosure and Barring Service (DBS) checks for staff had been carried out in line with the practice's policy. DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable.

Good



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.

The rating was given following the comprehensive inspection in November 2016. A copy of the full report following the November 2016 inspection is available on our website at www.cqc.org.uk/location/1-584576678.

Good



People with long term conditions

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

The rating was given following the comprehensive inspection in November 2016. A copy of the full report following the November 2016 inspection is available on our website at www.cqc.org.uk/location/1-584576678.

Good



Families, children and young people

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

The rating was given following the comprehensive inspection in November 2016. A copy of the full report following the November 2016 inspection is available on our website at www.cqc.org.uk/location/1-584576678.

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).

The rating was given following the comprehensive inspection in November 2016. A copy of the full report following the November 2016 inspection is available on our website at www.cqc.org.uk/location/1-584576678.

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.

The rating was given following the comprehensive inspection in November 2016. A copy of the full report following the November 2016 inspection is available on our website at www.cqc.org.uk/location/1-584576678.

Good



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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).

The rating was given following the comprehensive inspection in November 2016. A copy of the full report following the November 2016 inspection is available on our website at www.cqc.org.uk/location/1-584576678.

Good



Springfield GP Led Health Centre

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was made up of a CQC Inspector.

Background to Springfield GP Led Health Centre

Springfield GP Led Health Centre is situated within the NHS City and Hackney Clinical Commissioning Group (CCG) and has approximately 7,550 patients. Services are provided at the practice under an Alternative Provider Medical Services (APMS) contract between The Lawson Practice and NHS England. APMS contracts are provided under Directions of the Secretary of State for Health and provide the opportunity for locally negotiated contracts and allow Primary Care Organisations (PCOs) to contract with non-NHS bodies, such as voluntary or commercial sector providers.

Springfield GP Led Health Centre offers a full range of enhanced services including minor surgery, child and travel vaccines, and family planning including coil fitting provided by The Lawson Practice which is a Partnership of six GPs. The Lawson Practice is registered with the Care Quality Commission to carry on the following regulated activities at The Springfield GP Led Health Centre, 19-21 Oldhill Street, London N16 6LD: Diagnostic and screening procedures, Family planning, Maternity and midwifery services, Surgical procedures and Treatment of disease, disorder or injury.

The Springfield GP Led Health Centre is located within a converted residential property and has three floors with all

clinical treatment rooms on the ground floor. The practice had experienced delays in securing premises improvements, particularly over the last two years due to funding that was granted not being transferred and a move to a new premises being delayed.

The staff team at the practice includes two female GP Partners, one of whom is the Registered Manager; six salaried GPs (one male working two sessions and five female working a total of 28.5 sessions per week; 1.5 whole time equivalent (WTE) practice nurses (one working 37.5 hours and the other 12 hours per week); a female health care assistant working 27 hours per week; a part time clinical pharmacist; two full time practice managers; and a team of reception and administrative staff working a mixture of full time and part time hours.

The practice's opening hours are between 8:00am to 8:00pm every weekday and 10:00am to 6:00pm on Saturday and Sunday. It closes for lunch between 1:00pm and 2:00pm daily but the phone lines remain open for urgent calls. GP appointments are available from 8:00am to 8:00pm every weekday and from 8:00am to 1:00pm and from 2:00pm to 6:00pm on Saturdays and Sundays. Appointment types include home visits, telephone consultations and online pre-bookable appointments. Urgent appointments are available for patients who need them. Patients telephoning when the practice is closed are transferred automatically to the local out-of-hours service provider.

The Information published by Public Health England rates the level of deprivation within the practice population group as three on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The practice area has a lower percentage of

Detailed findings

people over 65 years of age (4% compared to 17% nationally). The average life expectancy for the practice is 79 years for males (compared to 78 years within the CCG and 79 years nationally), and 84 years for females (compared to 82 years within the CCG and 83 years nationally). Locally held demographic data showed 28% of registered patients were Orthodox Jewish; 25% Asian (Indian, Bengali, Pakistani (most Gujarati speaking); 18% of mixed race; 7% African; 6% Eastern European; 6% Spanish and Portuguese speaking; and 10% from other ethnic minority groups.

Why we carried out this inspection

We undertook a comprehensive inspection of Springfield GP Led Health Centre on 02 November 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good

overall, and within that overall rating it was rated requires improvement for providing safe services. This was because the practice was not meeting some legal requirements. The full comprehensive report following the inspection in November 2016 can be found at www.cqc.org.uk/location/1-584576678.

We undertook a follow up focused inspection of Springfield GP Led Health Centre on 19 July 2017. This inspection was carried out to review 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

During our visit on 19 July 2017 we reviewed information provided by the practice and spoke with GP, practice manager and practice nurse staff.

Are services safe?

Our findings

At our previous inspection on 02 November 2016 we rated the practice as requires improvement for providing safe services. This was because there were shortfalls in some of the practice's arrangements in respect of health and safety risks, storing medicines safely, and Disclosure and Barring Service (DBS) checks for staff. DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable.

These arrangements had significantly improved when we undertook a follow up inspection on 19 July 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and processes

The practice maintained appropriate standards of cleanliness and hygiene.

- The practice had developed a comprehensive infection prevention and control (IPC) audit tool and was using this every three months to monitor the practice's IPC arrangements. The audits were carried out by the practice nurse who was the IPC clinical lead. We saw action was taken to address any improvements identified as a result, for example the practice had reviewed and updated its sharp instruments management procedure following the audit in March 2017, and introduced a cleaning protocol for room fans following the audit in June 2017.

- The practice had introduced protocols for the routine and regular cleaning of the children's toys the practice kept and of the clinical equipment trolleys. Logs were kept of when the cleaning was completed.
- The practice was completing regular monitoring in line with its legionella risk assessment, which was carried out on 03 November. The monitoring included for example sending water samples for laboratory analysis, checking the temperatures at which hot water and cold water were distributed throughout the practice, and flushing out infrequently used outlets.

The practice's arrangements for managing medicines that require cold storage minimised risk to patient safety.

- Mesh trays had been inserted in to the medicines refrigerators that prevented medicines being pushed to the back and sides of the refrigerator.
- Continuous data loggers had been installed that allowed more detailed monitoring of the temperature inside the refrigerator if required. This was in addition to the daily maximum and minimum temperature monitoring we saw was being carried out by staff.
- Staff we spoke with were aware of the action that needed to be taken should temperatures in the refrigerator fluctuate outside the recommended temperature of between 2°C and 8°C.

It was the practice's policy to carry out a DBS check on every member of staff every three years. A system was in place to ensure these checks were initiated in a timely way. We reviewed four DBS check staff records and found each member of staff had a DBS check carried out for them within the last three years.