

Oxford Health NHS Foundation Trust HQ

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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

This out of hours service remains rated as Good overall. (Previous inspection 28 March 2018 – Good overall. Requires Improvement for providing well-led services)

The key question rated at this inspection:

Are services well-led? – Good

We carried out an announced focused inspection at Oxford Health NHS Foundation Trust - HQ out of hours services on 17 September 2019.

We undertook this inspection to follow up a breach of regulation that was identified in March 2018. We inspected the well led domain during this focussed follow up inspection.

At this inspection we found:

- The provider had reviewed the training provision for chaperoning and safeguarding children. The shortfalls in training in these topics identified at the time of the last inspection had been completed.

- Data showed an improvement in fulfilment of GP out of hours shifts against the provider GP rota.

- The provider had ensured consistency in tracking blank prescription forms.

- Calibration of blood glucose monitoring equipment had been improved to include additional calibration when new test strips were brought into use.

- The audit trail for receipt of Controlled Drugs (CD) into stock at the Oxford City base was now completed.

The provider had completed all the actions they told us they would undertake to become compliant with regulations and we have now rated the provider as good for provision of well-led services.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Due to the focused nature of this inspection it was carried out by a CQC inspector.

Background to Oxford Health NHS Foundation Trust HQ

GP out of hours services in Oxfordshire are provided by Oxford Health NHS Foundation Trust. The service covers the total population of Oxfordshire (approximately 774,368 patients). Initial assessment when a patient calls for advice and treatment is undertaken by the NHS 111 service operated by South Central Ambulance Service. Once the assessment has been completed the NHS 111 team can book patients directly into the out of hours service. This could involve direct booking for a visit to one of the six out of hours bases or for a further review by the out of hours GPs. The second stage assessment can result in either a home visit, request to attend one of the out of hours centres or telephone advice. All bases also accepted walk in patients (patients who arrived at the service without an appointment or accessed via NHS 111).

Services are provided from six locations across the county on every day of the year. They are:

- Oxford City Out of Hours base – East Oxford Health Centre, Manzil Way, Oxford, OX4 1XD. This is a dedicated out of hours facility located in a large health centre. It is open from 6.30pm to 8am (overnight) Monday to Saturday and from 8am on a Saturday through to 8am Monday morning. This centre is also open on bank holidays from 8am to 8am the next day.
- Witney Out of Hours base – Witney Community Hospital, Welch Way, Witney, OX28 6JJ. It is open from 6.30pm to 8am (overnight) Monday to Saturday and from 8am on a Saturday through to 8am Monday morning. This centre is also open on bank holidays from 8am to 8am the next day. The out of hours provision is co-located with a minor injuries unit that is also managed by the Trust and accepts walk in patients either directly or via the minor injuries unit.
- Abingdon Out of Hours base - Abingdon Community Hospital, Marcham Road, Abingdon OX14 1AG. At Abingdon the out of hours provision is co-located with a minor injuries unit that is also managed by the Trust and

accepts walk in patients either directly or via the minor injuries unit. It is open from 6.30pm to 8am (overnight) Monday to Saturday and from 8am on a Saturday through to 8am Monday morning. This centre is also open on bank holidays from 8am to 8am the next day.

- Henley Out of Hours base - Townlands Memorial Hospital, York Road, Henley, RG9 2EB. This service is co-located with a minor injuries unit which is also managed by the Trust. Nursing and paramedic staff are able to work between both services. The out of hours service is open from 6.30pm to 11pm every weekday and from 8am to 11pm at weekends and on bank holidays. When the base is closed overnight services are provided from either the Abingdon or Oxford City bases.
- Bicester Out of Hours base - Bicester Community Hospital, Piggy Lane, Bicester, OX26 6HT. This site is located alongside a first aid unit also managed by the Trust. The out of hours service is open from 6.30pm to 11pm every weekday and from 8am to 11pm at weekends and on bank holidays. The overnight service for the north of the county is then provided from the Banbury base.
- Banbury Out of Hours base - Horton General Hospital, Hightown Road, Banbury, OX16 9AL. The out of hours service shares this facility with the outpatients department of the Horton General Hospital. It is open from 6.30pm to 8am (overnight) Monday to Saturday and from 8am on a Saturday through to 8am Monday morning. This centre is open on bank holidays from 8am to 8am the next day. The out of hours service is close to the hospital emergency department and accepts patients from this department who require primary care treatment.

We visited Oxford City base and the Corporate services at Littlemore Mental Health Centre during this inspection.

Patients can access information from the service website: www.oxfordhealth.nhs.uk

Are services safe?

The rating of Good for provision of safe services has been carried forward from the last inspection.

Are services effective?

The rating of Good for provision of effective services has been carried forward from the last inspection.

Are services caring?

The rating of Good for provision of caring services has been carried forward from the last inspection.

Are services responsive to people's needs?

The rating of Good for provision of responsive services has been carried forward from the last inspection.

Are services well-led?

During our last inspection we identified some concerns, detailed below, leading to a breach of regulation. The provider had addressed these concerns in accordance with the action plan they had sent us.

Managing risks, issues and performance

- At our last inspection the provider did not operate a consistent system to track prescription stationary in use at the Oxford City base. At this inspection we found evidence that there was a system in use that tracked all prescription stationary in use at the base. The system included logging prescriptions out to the prescribing clinicians. They recorded when a prescription had been used or voided in the prescription log and any remaining prescriptions were handed back at the end of each shift for safe storage. In addition, the provider kept a record of each prescription log for audit purposes across all six out of hours bases.
- During the last inspection we found that a full audit trail for receipt of controlled drugs stock was not in place. At this inspection the provider showed us a record of the incoming controlled drugs stock being signed for upon receipt. The system in place was appropriate and gave a full audit trail from receipt of controlled drugs, to safe storage and eventual issue to patients.
- When we last inspected there was a performance standard in place for the number of shifts fulfilled within the out of hours rota. This performance standard was no longer in force within the service contract held with the Oxfordshire Clinical Commissioning Group. However, the provider showed us data that identified a 5.6% improvement in filling GP shifts, against the GP out of hours rota since the last inspection. The average level of fulfilled hours against the rostered hours was 97.6%. The lowest level of fulfilled hours was encountered in March 2019 at 95.3% and the best was 98.74% in September 2018. In addition, we saw an audit, carried out by the provider, to determine whether patients seen by OOH for both base appointments and home visits were being consulted by the right clinician for their condition. This audit of 3,000 cases identified that many patients could have had their needs met by advanced emergency

practitioners (EPs) but had been seen by a GP. The provider had a plan to implement a change in skill mix to recruit more EPs to provide a more appropriate team approach to provision of service that met patient needs.

- At our last inspection we found that blood glucose monitors were not always re-calibrated to ensure they gave correct readings when new test strips were first put into use. This system had been corrected and we found records that confirmed when new test strips were started the blood glucose monitors were re-calibrated. This provided the service with assurance that blood glucose readings were accurate when new test strips were used.

Monitoring training to ensure an appropriately skilled workforce

During the last inspection we found that the provider had not completed checks to assure themselves that all GPs undertaking out of hours shifts had completed appropriate levels of training in safeguarding children. We also found that not all driver/receptionists had completed their chaperone training.

The provider had addressed these training issues and at this inspection we found:

- Records of all but one GP having confirmed their appropriate level (level 3) of safeguarding children. When new GPs joined the rota, a risk assessment was undertaken to determine whether they could consult and treat children until their level of safeguarding training was confirmed or they completed a provider classroom-based training session for this level of training.
- The provider policy required all driver/receptionists to complete chaperone training as part of their induction. In addition, the provider ran refresher training at appropriate intervals to keep this group of staff up-to-date with chaperone duties. Training records showed all 62 staff in this group had completed their training. However, four of the staff had yet to acknowledge that they had been trained. An acknowledgement was required as part of the provider training procedures.