

Market Lavington Surgery

Quality Report

The High Street
Market Lavington
Devizes
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SN10 4AQ

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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

When we visited Market Lavington Surgery on 19 November 2015 to carry out a comprehensive inspection, we found, the practice had breached a regulation relating to the safe delivery of services.

We found the practice required improvement for the provision of safe services because improvements were needed to ensure all relevant staff checks were undertaken. Overall the practice was rated as good.

Following the inspection the provider sent us an action plan that set out the change they would make to complete the relevant staff checks. Subsequently they supplied information to confirm they had completed the actions.

This focused inspection was undertaken to check the practice was meeting the regulation previously breached.

For this reason we have only rated the location for the key question to which this related. This report should be read in conjunction with the full inspection report of November 2015.

We found the practice had made improvements since our last inspection. The information we received enabled us to find the practice was meeting the regulation that it had previously breached.

Specifically Market Lavington Surgery was:

- Ensuring all staff that undertook chaperone duties had completed disclosure and barring service (DBS) checks. (These 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).

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.

All staff who undertook chaperone duties had completed disclosure and barring service (DBS) checks to ensure they were of good character and had no restrictions from working in roles where they may have contact with children or adults who may be vulnerable.

Good



Market Lavington Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

This desktop exercise was undertaken by a CQC inspector.

Background to Market Lavington Surgery

Market Lavington Surgery provides services from a purpose built practice and on two mornings and two afternoons a week from a village hall branch surgery. The main practice is modern and well equipped and the branch surgery facilities were in the process of being upgraded.

There are three partner GPs and an associate GP at the practice. Three of the GPs are female. Two practice nurses are employed and are supported by a health care assistant. The practice manager is supported by a team of 10 administration and reception staff. The practice serves a registered patient population of approximately 5,500. Data shows a low level of income deprivation among the registered population. Approximately 9% of the registered patients are aged over 75. The practice has a higher than average number of patients over the age of 45 and much lower than average number of patients under the age of 44.

The practice supports both training and teaching of doctors. The practice had a qualified doctor training to be a GP working with them at the time of the visit. Placements are offered to medical students from the University of Bristol. Services are delivered via a Personal Medical Services (PMS) contract. (PMS contracts are negotiated between the practice and the local offices of NHS England.

The practice is open between 8am and 6.30pm Monday to Friday. Appointments are from 8.30am to 11am every morning and 2pm to 6pm daily. Extended hours surgeries are offered on Monday, Wednesday and Friday from 7.30am and on Tuesday evening until 7pm.

Market Lavington Surgery, High Street, Market Lavington, Devizes, Wiltshire, SN10 4AQ and Urchfont Village Hall, Church Lane, Urchfont, Wiltshire, SN10 4QT, we visited both during our inspection in November.

The practice has opted out of providing out of hours services to their patients. Out of hours services are provided by Medvivo. The out of hours service is accessed by calling NHS 111. There are arrangements in place for services to be provided when the surgery is closed and these are displayed at the practice and in the practice information leaflet.

Why we carried out this inspection

We carried out a comprehensive inspection on 19 November 2015 and published a report setting out our judgements. We asked the practice to send a report of the changes they would make to comply with the regulation they were not meeting. We have followed up to make sure the necessary changes had been made and found the practice was meeting the fundamental standards included within this report.

This report should be read in conjunction with the full inspection report. We have not revisited Market Lavington Surgery as part of this review because the practice was able to demonstrate compliance without the need for an inspection. We inspected this service as part of our new comprehensive inspection programme.

Detailed findings

How we carried out this inspection

Before undertaking this focused inspection, we reviewed a range of information that we hold about the practice and asked other organisations to share what they knew. We reviewed the information sent to us by the practice relating to the completion of DBS checks for staff undertaking chaperone duties. We did not visit the practice again because they were able to demonstrate that they had taken action to address the breaches of regulation found during the inspection of November 2015.

The practice had previously been rated as good in delivering effective, caring, responsive and well led services. Therefore we focused our review on the question of:

- Is it safe?

We did not revisit our rating of good for specific groups of people and what good care looks like for them. The population groups are:

- Older people.
- People with long-term conditions.
- Families, children and young people.
- Working age people (including those recently retired and students).
- People whose circumstances may make them vulnerable.
- People experiencing poor mental health (including people with dementia).

Are services safe?

Our findings

Overview of safety systems and processes

When we visited the practice on 19 November 2015 we found that two staff who had not received a DBS check were undertaking chaperone duties (a chaperone is a person who acts as a safeguard and witness for a patient and health care professional during a medical examination

or procedure). This was found to have breached regulation 19 (1) (a) and (2) (a), Fit and proper persons employed, of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Following publication of our report of the inspection the practice told us in their action plan that they would undertake DBS checks for these two members of staff. Subsequently they provided us with evidence of the DBS checks having been completed. The practice had taken the appropriate action to comply with regulations.