

Boroughbury Medical 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

Are services safe?

Good



Key findings

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Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at the Boroughbury Medical Centre on 23 November 2017. The practice was rated as good for providing effective, caring, responsive and well led services and requires improvement for providing safe services. Overall the practice was rated as good. The full comprehensive report following the inspection on 23 November 2017 can be found by selecting the 'all reports' link for Boroughbury Medical Centre on our website at www.cqc.org.uk.

We undertook a desk based review of Boroughbury Medical Centre on 28 February 2018. 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.

Overall the practice is still rated as good, and has been rated as good for providing safe services.

Our key findings were as follows:

- The practice had discussed the findings from the previous inspection with the nursing team and had developed a team approach to implementing and embedding the improvements required.

- The practice had ensured that refrigerators where medicines could be stored were maintained and monitored safely.
- The practice had implemented systems and processes to ensure the temperatures of the fridges were always recorded and that the actions taken if the temperatures went out of the recommend range were recorded.
- The practice had implemented cleaning schedules to ensure that all the refrigerators met the required standard for cleanliness.
- The practice undertook unannounced spot checks to ensure the new systems and processes were being met.
- We saw evidence that the refrigerators had been serviced and a contract was in place to ensure that this was regularly undertaken to ensure they were working properly.

Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

Boroughbury Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Inspector conducted this desk based review.

Background to Boroughbury Medical Centre

Boroughbury Medical Centre is situated in Peterborough, Cambridgeshire in Craig Street. The practice has a general medical services (GMS) contract with the NHS. There is a branch site approximately 3 miles away called Werrington Surgery, located in Church Street and there are approximately 25,359 patients registered at the practice. Patients can choose to be seen at either location. We did not visit either site as part of this desk based inspection.

The practice has 11 Partner GPs (four female and seven male) one of whom is the registered manager, four salaried GPs (two male and two female), it is also a teaching practice for GP registrars and medical students.

Two male primary care practitioners are qualified paramedics. The clinical nurse manager (male) is supported by a nurse team lead and deputy and eight practice nurses (female), four health care assistants (female) and a phlebotomist (female). The managing director is supported by a business support manager and operations support manager. There is a team of 36 staff members providing reception, administration, and secretarial services including managers and assistant managers and a supervisor. A team of twelve staff support a head of medicines management (a non-clinical staff

member). The practice employs three locum pharmacists on a regular basis. There are members of staff employed who are fluent in different languages including Spanish, Urdu, Hindi, Dutch, Italian, Polish, and Arabic.

The practice is open Monday to Friday between 8am to 6.30pm. Extended hours appointments are offered on three evenings per week and most Saturday mornings. Patients are required to book these appointments in advance. Urgent appointments are also available for people that need them, as well as telephone appointments. The practice is able to offer and book appointments for patients to be seen in the Greater Peterborough Network extended hours service which operates from the practice premises. When the practice is closed patients are automatically diverted to the GP out of hours service provided by Herts Urgent Care. Patients can also access advice via the NHS 111 service.

The practice patient age profile is slightly below national average with the life expectancy of patients below the national average. The male life expectancy was 77 years compared to the national average of 79 years. The female life expectancy was 82 years compared to the national average of 83 years. The deprivation score is above the England average indicating that the practice serves a deprived area.

We reviewed the most recent data available to us from Public Health England which showed the practice has a slightly larger number of patients aged 65 to 75 compared with the national average. It has got a larger number of patients aged 75 to 85 compared to the national average.

Detailed findings

Why we carried out this inspection

We undertook a desk-based review of Boroughbury Medical Centre on 28 February 2018. 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.

Are services safe?

Our findings

At our previous inspection on 23 November 2017, we rated the practice as requires improvement for providing safe services because the practice systems and processes to ensure that refrigerators that stored medicines were maintained and monitored safely needed to be improved.

The practice provided written evidence to show that these issues had been addressed and had improved. The practice is now rated as good for providing safe services.

Safety systems and processes

- The practice had discussed the findings from the previous inspection with the nursing team and had developed a team approach to implementing and embedding the improvements required.
- The practice had several refrigerators and these were clearly numbered and identified. Staff were given protected time to ensure that all checks and cleaning would be regularly undertaken.
- A central log had been introduced to ensure stock control is managed safely and efficiently within the practice.
- The practice provided evidence to show that the system to manage infection prevention and control had been improved. The practice had implemented cleaning schedules and these were regularly monitored to ensure they were effective.
- The practice provided evidence to show that the refrigerators used to store medicines had been serviced and that a contract with appropriately qualified contractors was in place to ensure they were regularly checked.
- The practice provided evidence to show that systems and processes had been implemented and monitored to ensure the temperatures of the fridges were always recorded and that the actions taken if the temperatures went out of the recommend temperature range were recorded.
- The practice undertook unannounced spot checks and audits to monitor and ensure that these systems were effective.