

Marine Avenue Medical Centre

Quality Report

Marine Avenue,
Whitley Bay,
Tyne and Wear,
NE26 3LW

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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?

Requires improvement



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 Marine Avenue Medical Centre on 15 December 2015. The overall rating for the practice was good; but was requires improvement for providing safe services. The full comprehensive report on the December 2015 inspection can be found by selecting the 'all reports' link for Marine Avenue Medical Centre on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 24 August 2017 to review in detail the actions taken by the practice to improve the quality of care.

Overall the practice is still rated as good overall but requires improvement for providing safe services.

Our key findings were as follows:

- Action had been taken to address all of the issues identified at the previous inspection.
- Arrangements had been reviewed and processes were in place to report appropriate issues onto the local SIRMS).

- Medicines were all in date and the practice recruitment policy had been updated.
- Infection control audits had been carried out and an action plan to address any improvements identified was in place.
- We identified a concern in relation to the storage of medicines requiring refrigeration.

At our previous inspection on 15 December 2015 we said the provider should strengthen the processes in place to identify and support carers. During this inspection we found that significant progress had been made. There was information on display throughout the practice on the support available for carers. Efforts had been made to identify carers both opportunistically and through various initiatives. This resulted in an increase in the number of carers from 65 at the last inspection to 123 (1.7% of the practice's list). Plans were in place to continue this work; the patient participation group and some of the practice's former apprentices were considering ways to do this, including looking at ways to identify and support young carers.

However, we also identified an area of practice where the provider needs to make improvements.

Importantly, the provider must:

Summary of findings

- Ensure care and treatment is provided in a safe way to patients. In particular, ensure appropriate arrangements are in place to maintain the cold chain for medicines requiring refrigeration.

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?

At our previous inspection on 15 December 2015, we rated the practice as requires improvement for providing safe services as some arrangements, including checking expiry dates of medicines, carrying out infection control audits and reporting significant events on the online system were not satisfactory.

These arrangements had improved when we undertook a follow up inspection on 24 August 2017. However, we identified a concern in relation to the storage of medicines requiring refrigeration. The practice is therefore still rated as requires improvement for providing safe services.

Requires improvement



Summary of findings

Areas for improvement

Action the service MUST take to improve

Ensure care and treatment is provided in a safe way to patients. In particular, ensure appropriate arrangements are in place to maintain the cold chain for medicines requiring refrigeration.

Marine Avenue Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

a CQC lead inspector. The team included a second CQC inspector.

Background to Marine Avenue Medical Centre

Marine Avenue Medical Centre provides care and treatment to around 7,100 patients in the town of Whitley Bay, Tyne and Wear. The practice is part of NHS North Tyneside clinical commissioning group (CCG) and operates on a General Medical Services (GMS) contract agreement for general practice.

The practice provides services from the following address, which we visited during this inspection:

- Marine Avenue Medical Centre, Marine Avenue, Whitley Bay, North Tyneside, NE26 3LW

The practice is located in a modern purpose-built two-storey building. All reception and consultation rooms are fully accessible. On-site parking is available, and includes accessible parking bays.

The practice is open between 8.20am to 6.30pm, Monday to Friday (with appointments running from 8.30am to 6.15pm) and from 9am to 12 midday on a Saturday. The service for patients requiring urgent medical attention out-of-hours is provided by the NHS 111 service and Vocare (locally known as Northern Doctors Urgent Care).

The practice consists of:

- Two GP partners (one female and one male);
- Two salaried GPs (both female)
- One practice nurse (female);
- One healthcare assistant (female);
- 12 non-clinical staff including a practice manager, office manager, medical secretary, clinical receptionists, an apprentice and a cleaner.

The practice is a training practice and provides training to GP registrars.

The age profile of the practice population is broadly in line with the CCG averages, but there is a higher than average proportion of patients under the age of 18 (23.9% compared to the CCG average of 20.7%). Information taken from Public Health England placed the area in which the practice is located in the ninth less deprived decile. In general, people living in more deprived areas tend to have greater need for health services.

Why we carried out this inspection

We undertook a comprehensive inspection of Marine Avenue Medical Centre on 15 December 2015 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good. The full comprehensive report following the inspection in December 2015 can be found by selecting the 'all reports' link for Marine Avenue Medical Centre on our website at www.cqc.org.uk.

Detailed findings

We undertook a follow up focused inspection of Marine Avenue Medical Centre on 24 August 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care.

How we carried out this inspection

During our visit we:

- Spoke with the practice manager and the office manager.
- Looked at information the practice used to manage the service.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Are services safe?

Our findings

At our previous inspection on 15 December 2015, we rated the practice as requires improvement for providing safe services as some arrangements, including checking expiry dates of medicines, carrying out infection control audits and reporting significant events on the online system were not satisfactory.

These arrangements had improved when we undertook a follow up inspection on 24 August 2017. However, we identified a concern in relation to the storage of medicines requiring refrigeration. The practice is still rated as requires improvement for providing safe services.

Safe track record and learning

When we last inspected managers told us they needed to improve what they reported through the safeguard incident and risk management system (SIRMS).

During this inspection we found arrangements had been reviewed and processes were in place to report appropriate issues onto SIRMS.

Overview of safety systems and process

During our previous inspection we found that the practice recruitment policy did not make reference to the need to seek proof of qualifications, where appropriate. In this inspection we saw the practice recruitment policy had been updated and the schedule of checks to complete when staff were appointed included the need to seek proof of qualifications.

When we last inspected we found one out of date box of tablets. During this inspection we looked at a sample of medicines and found they were all within their expiry dates.

However, we identified some concerns in relation to medicines which needed to be stored in a refrigerator. Staff confirmed that the procedure was to check the refrigerator temperature every day the practice was open to ensure the

medicines were stored at the correct temperature. One member of staff completed the checks; however, when they were not on duty the checks were not completed. Over the past 12 months this meant that temperatures had not been checked most Fridays and in some cases for a week at a time.

Records of the temperatures showed that on some days the correct temperatures for storage were not maintained (between 8.3 and 11 degrees centigrade compared to the recommended maximum of 8 degrees centigrade) and the records of corrective action or explanations of why temperatures were higher were inconsistent. The practice did not have any other systems in place to provide assurance that appropriate temperatures were maintained.

Before we left the practice at the end of the inspection the practice manager told us that electronic 'data loggers' which continually monitored temperatures had been ordered. Arrangements had been put into place to monitor that temperatures were checked each day. The practice also planned to inform relevant authorities about the potential risks to the vaccines.

Monitoring risks to patients

When we last inspected there was no evidence of any formal infection control audits and we found the blinds in the waiting room were not anchored down, which may have posed a choking risk.

During this inspection we found annual infection control audits were carried out; supported by monthly checks of the building to ensure standards were being maintained. An action plan to address any improvements identified in the audit was in place. The practice had engaged with a local infection control expert and they planned to commission them to support the practice to carry out more detailed audits in the future.

We saw the blinds in the waiting room had been fitted with a device to anchor the cord to the wall.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment How the regulation was not being met: There was no proper and safe management of medicines. In particular: appropriate arrangements were not in place to maintain the cold chain for medicines requiring refrigeration Regulation 12(1)