

The Nunhead Surgery

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 carried out an announced comprehensive inspection of The Nunhead Surgery on 28 January 2016 where the practice was rated Good overall. However, breaches of regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 were identified and we rated the practice as requires improvement for providing safe services.

The specific concerns in the previous inspection related to safety were:

- Not all staff had received the appropriate level of safeguarding, basic life support, infection control or fire safety training.

After the comprehensive inspection, the practice wrote to us to say what they would do to meet the legal requirements in relation to the breaches of regulation 12(1).

We undertook this focussed inspection on 31 October 2016 to check that they had followed the action plan provided and to confirm that they now met the legal requirements. This report covers our findings in relation to those requirements and also where additional improvements have been made following the initial

inspection. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for The Nunhead Surgery on our website at www.cqc.org.uk.

Overall the practice is rated as Good. Specifically, following the focussed inspection we found the practice to be good for providing safe services.

Our key findings across all the areas we inspected were as follows:

- All staff had completed appropriate fire safety, safeguarding and infection control training. Two members of non-clinical staff had not completed basic life support training within the previous 12 months and the practice's training schedule indicated that this training would be completed every 18 months for clinical staff and every three years for non-clinical.

The areas where the provider should make improvement are:

- Ensure that all staff complete annual basic life support training in accordance with current legislation and guidance.

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?

This practice was rated as good for providing safe services

All staff had completed appropriate fire safety, safeguarding and infection control training. Two members of non-clinical staff had not completed basic life support training within the previous 12 months and the practice's training schedule indicated that this training would be completed every 18 months for clinical staff and every three years for non-clinical.

Good



The Nunhead Surgery

Detailed findings

Why we carried out this inspection

We undertook a focussed inspection of The Nunhead Surgery on 31 October 2016. This is because the service had been identified as not meeting some of the legal requirements and regulations associated with the Health and Social Care Act 2008 during our inspection of 28 January 2016. The regulatory requirements the provider

needs to meet are called Fundamental Standards and are set out in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We had found that some of these requirements had not been adhered to. Specifically:

- Not all staff had received the appropriate safeguarding, basic life support, fire safety or infection control training.

This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 28 January 2016 had been made. We inspected the practice against one of the five questions we ask about services: is the service safe. The practice is now rated as good for providing safe services.

Are services safe?

Our findings

Safe systems and processes

- All staff had completed appropriate fire safety, safeguarding and infection control training. Two

members of non-clinical staff had not completed basic life support training within the previous 12 months. The practice's training schedule indicated that this training would be completed every 18 months for clinical staff and every three years for non-clinical which is not in accordance with current guidance and legislation.