

Spring Farm Surgery

Inspection report

382 Upminster Road North
Rainham
Essex
RM13 9RZ
Tel: 01708 553120
www.springfarmsurgery.co.uk/

Date of inspection visit: 5 March 2019 to 5 March 2019
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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

We carried out an announced comprehensive inspection at Spring Farm Surgery on 5 March 2019 as part of our inspection programme.

At the last inspection in April 2018 we rated the practice as requires improvement for providing safe services because:

- The overview of staff training did not include role specific training for staff members.
- The systems in place to ensure security of prescriptions and the collection of prescriptions by patients required further work to ensure they were fully effective.
- The practice did not have an effective system in place to ensure it adhered to the recommended guidance in the 'Green Book' Immunisation Against Infectious Diseases, which provided information on immunisation for employees in general practice.

At this inspection, we found that the provider had satisfactorily addressed these areas.

We based our judgement of the quality of care at this service on a combination of:

- What we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We have rated this practice as good overall and good for all population groups.

We found:

- The practice had clear systems, practices and processes to keep people safe and safeguarded from abuse.
- There were adequate in systems to assess, monitor and manage risks to patient safety.

- The practice learned and made improvements when things went wrong.
- Staff had the information they needed to deliver safe care and treatment to patients.
- The practice had systems to keep clinicians up to date with current evidence-based practice.
- Staff had the skills, knowledge, and experience to carry out their roles.
- The provider was supported by a effective management team.

Whilst we found no breaches of regulations, the provider **should:**

- Review the workflow management protocol to ensure that all the clinical and non-clinical staff follow a consistent approach in regards to the scanning of patient documents.
- Review the management of the advanced nurse practitioner to ensure there is a system in place to review their medical prescribing.
- Review the significant event register to ensure it has clearer descriptions of the issues and the learning.
- Review the practice opening times to ensure they are meeting patient needs.
- Review and improve the relationship with the patient participation group.
- Review clinical audits to ensure that show improvements over two cycles.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCGP Chief Inspector of Primary Medical Services and Integrated Care.

Population group ratings

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

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor, a practice manager specialist advisor.

Background to Spring Farm Surgery

The GP practice is located at:-

Spring Farm Surgery.

382 Upminster Road North

Rainham

Essex

RM13 9RZ

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice has a contract with the Havering Clinical Commissioning Group (CCG) and NHS England to provide General Medical Services (GMS) for approximately 5000 patients.

The practice has two GP partners (one male and one female), who employ two locum doctors. The doctors are supported by the practice nurse, practice manager, assistant practice manager and a team of receptionists and administration staff.

The practice is open:-

Monday 8:30am 12:30pm and 2pm to 6:30pm

Tuesday 8:30am to 12:30pm and 2pm to 8pm

Wednesday 8:30am to 12:30pm and 2pm to 8pm

Thursday 8:30am to 12:30pm and 2pm and 6:30pm

Friday 8:30am to 12:30pm and 2pm 6:30pm

Appointments are available:

Monday 8:30am to 1pm and 3pm to 6pm

Tuesday 8:30am to 12:30pm and 4pm to 8pm

Wednesday 8:30am to 8pm

Thursday 8:30am to 12:30pm

Friday 8:30am to 1pm and 2pm to 6:30pm

The practice is part of the GP hub that offers out of hours appointments between 6pm and 10pm on week days and between 8am to 8pm on weekends. Patients are also advised to use the emergency services for example 111 when the GP hub is closed.

The practice catchment area is classed as being within one of the less deprived areas in England. The practice scored six on the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. People living in more deprived areas tend to have greater need for health services.

National General Practice Profile describes the practice ethnicity as being 84.6% white British, 4.7% Asian, 7.5%

black, and 2.6% mixed and 0.6% other non-white ethnicities. Average life expectancy is 79 years for men and 83 years for women compared to the national average of 79 and 83 years respectively.