

PDS Medical Ltd

PDS Medical Planned Care

Inspection report

Newfield House
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Ratings

Overall rating for this service

Good



Are services safe?

Good



Overall summary

This practice is rated as good overall. (previous inspection 22 May 2018 rated Good overall, requires improvement for safe domain)

The key question reviewed is rated as:

Are services safe? – Good

We carried out an announced inspection at PDS Medical Planned Care on 22 May 2018 as part of our inspection programme. At this inspection the service was rated as Good overall, with the safe domain rated as requires improvement. This was due to the lack of readily available emergency equipment, whilst undertaking clinical sessions and inconsistency in guidance available for staff in relation to the management of sepsis. Also patient medication reviews were not consistently undertaken.

We undertook a follow up inspection on 9 November 2018 to ascertain if improvements had been made.

At this inspection we found:

- The provision of equipment for clinical sessions had been reviewed
- Emergency equipment now included a defibrillator, oxygen and face masks
- Guidance had been reviewed and implemented for the management of sepsis
- The system for undertaking patient medication reviews had been reviewed and improved.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

PDS Medical Planned Care

Detailed findings

Background to this inspection

PDS Medical Planned Care provides primary medical care to patients under a special allocation scheme. These patients have been removed from a GP practice and the service provides on going medical care when required, with the objective of the patients returning to a routine GP practice where ever possible.

The service is based in Newfield House, Vicarage Lane, Blackpool along with a number of other PDS Care services. The service website is www.pdsmedical.nhs.net

Primary medical services are provided to a patient list of approximately 173 patients under an Alternative Provider Medical Services (APMS) contract with NHS England North (Lancashire and South Cumbria Area Team). The patient list has increased since the last inspection from 145 patients.

The geographic area this service covers is Lancashire, Blackburn with Darwen, Blackpool, Chorley & South Ribble, South Cumbria and Halton. Patients are seen at clinical premises rented by PDS Medical Planned Care within ten miles of their home.

The service delivers the following regulated activities: -

- Diagnostic and screening procedures
- Treatment of disease, disorder or injury

The service is staffed by three sessional GPs (one male and two female).

Other clinical staff consist of a Medical Director, a Director of Nursing and Quality and one health care assistant. Clinical staff are supported by a Practice Manager, a Head of Planned Care, a risk manager and a team of finance, human resource, reception and administration staff.

The service is open between 8am and 6.30pm Monday to Friday, with telephone triage available throughout the day and face to face appointments 10am-5pm. Outside normal surgery hours, patients are advised to contact their local out of hours' service by dialling NHS 111.

The inspection was a visit to the office base.

Are services safe?

Our findings

We rated the service as Good for providing safe services.

At the previous inspection:

- The GPs did not have appropriate access to emergency equipment although staff were suitably trained in emergency procedures.
- We saw no evidence that clinicians knew how to identify and manage patients with severe infections including sepsis.
- Patient medication reviews were not always undertaken consistently.

Risks to patients

There were improved systems to assess, monitor and manage risks to patient safety.

- A review of the equipment taken to clinical sessions had been undertaken, ensuring that staff had all necessary equipment whilst seeing patients. All equipment was transported by staff to each clinical location.
- A defibrillator, oxygen cylinder and masks were now part of the equipment taken to clinical sessions. Check lists had been introduced to ensure equipment was in full working order at all times.
- New sepsis guidance had been implemented to ensure staff had the most current, research based guidance to follow when dealing with any presenting or deteriorating symptoms that could be sepsis.

- The three GPs had undergone recent updated training on the management of sepsis.
- The system to improve the management of safety alerts had been implemented. All alerts were disseminated to staff via the practice manager, who received delivery and read receipts from staff.

Information to deliver safe care and treatment

- The service had introduced more effective care plans to ensure that all information was readily available and recorded, especially for patients with long term conditions.
- Despite on going challenges, the service was working with NHS England and the Clinical Commissioning Groups to ensure that medical record summaries would be made available to give appropriate information to the GPs. The service had been able to obtain 93 medical records summaries to date.

Appropriate and safe use of medicines

- The service now employed a pharmacist who will undertake all medication reviews of patients. These are on going and were commenced when the patient contacted the service at the time of the triage.
- Prescribing audits had been undertaken. These included audits on antibiotic prescribing, to ensure appropriate antibiotic stewardship; and the prescribing of anti psychotic medicines to ensure compliance with National Institute of Health and Clinical Excellence (NICE) guidelines and prescribing recommendations.