

Bilsthorpe 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 Bilsthorpe Surgery on 15 December 2015. A breach of legal requirements was found, in that not all improvements from the infection control audit dated November 2015 had been actioned.

Also, appropriate recruitment checks through the Disclosure and Barring Service (DBS) had not been undertaken for reception and administrative staff. The practice had not formally assessed the risk of employing the members of staff, including those who may undertake chaperone duties to determine whether a DBS check was required.

Overall the practice was rated as good; in view of the above the practice was rated as requires improvement for providing safe services.

After the comprehensive inspection, the practice wrote to us to say what action they had, and were taking to meet the legal requirement in relation to the breach.

We undertook a desk based review on 30 August 2016 to check that the provider had completed the required actions, and now met the legal requirements. We did not visit the practice as part of this inspection. This report covers our findings in relation to the requirement.

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

Our finding across the areas we inspected was as follows:

- The practice had taken appropriate action to meet the legal requirement.
- The practice is rated as good for providing safe services.
- The recruitment policy had been reviewed to ensure the practice obtained appropriate Disclosure and Barring Service (DBS) checks for all staff.
- A DBS check was obtained for all reception and administrative staff following the comprehensive inspection.
- An action plan had been produced from the infection control audit dated November 2015, which showed that all areas requiring improvement had been completed.

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?

The practice is rated as good for providing safe services.

- The recruitment policy had been reviewed to ensure the practice obtained appropriate Disclosure and Barring Service (DBS) checks for all relevant staff.
- A DBS check was obtained for all reception and administrative staff following the comprehensive inspection.
- An action plan had been produced from the infection control audit dated November 2015, which showed that all areas requiring improvement had been completed.

Good



Bilsthorpe Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector undertook the desk based review of Bilsthorpe Surgery.

Background to Bilsthorpe Surgery

Bilsthorpe Surgery is run by Dr Leah Robinson, a single handed GP who provides primary medical services to approximately 3,030 patients.

The practice is located in the village of Bilsthorpe in Nottinghamshire and provides services to the surrounding villages. The level of deprivation within the practice population is slightly below the national average.

Services are provided to patients from one site from a single storey purpose built building, which is shared with the area district nursing service.

The clinical team includes one GP, two practice nurses and a health care assistant. Locum GPs also provide regular medical support to the practice. The clinical team is supported by reception and administration staff and a part time practice manager.

The practice holds the General Medical Services (GMS) contract to deliver primary medical services.

The practice is open from 8am to 6.30pm Monday to Friday. Appointments are offered from 9am to 10am and from 3.30pm to 5.30pm. An open access clinic operates daily from 10am to 11am where patients are invited to sit and wait, or are provided with an approximate appointment time.

The practice has opted out of providing out-of-hours services to its own patients. Patients requiring a GP outside of normal working hours are advised to contact the out of hours service provided by Central Nottinghamshire Clinical Services.

Why we carried out this inspection

We undertook a desk based review of Bilsthorpe Surgery on 30 August 2016. This was carried out to check that improvements had been made to meet a legal requirement, following our comprehensive inspection on 15 December 2015. We reviewed the practice against one of the five questions we ask about services: is the service safe.

How we carried out this inspection

We did not visit the practice as part of this review. We reviewed the information the practice sent us, which detailed the actions they had taken to meet the legal requirement in relation to Regulation 17: Good governance. We also spoke with the practice manager.

Are services safe?

Our findings

A comprehensive inspection on 15 December 2015 found that not all areas requiring improvement from the infection control audit dated November 2015 had been completed.

Also, appropriate recruitment checks through the Disclosure and Barring Service (DBS) had not been undertaken for reception and administrative staff. The practice had not formally assessed the risk of employing the members of staff, including those who may undertake chaperone duties to determine whether a DBS check was required.

Following the inspection, the practice wrote to us to say what action they had, and were taking to comply with the above issues. The changes would be completed by 29 February 2016.

This review found that the provider had taken appropriate action to meet the legal requirements, and ensure the services are safe.

- The practice is rated as good for providing safe services.
- The recruitment and chaperone policy had been reviewed to ensure the practice obtained appropriate Disclosure and Barring Service (DBS) checks for all relevant staff.
- A DBS check was obtained for all reception and administrative staff following the comprehensive inspection. As a result, all staff who may undertake chaperone duties have a current DBS check.
- An action plan had been produced from the infection control audit dated November 2015, which showed that all areas requiring improvement had been completed.
- Further infection control audits will include an appropriate action plan.