

The Village Medical Centre

Quality Report

Grove Medical centre
27 Grove Road
Wallasey
CH45 3HE
Tel: 0151 691 1112
Website: www.grovecwirral.nhs.uk

Date of inspection visit: 13 April 2016
Date of publication: 12/05/2016

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

Contents

Summary of this inspection

Overall summary	Page 2
The five questions we ask and what we found	3

Detailed findings from this inspection

Background to The Village Medical Centre	4
Why we carried out this inspection	4
How we carried out this inspection	4
Detailed findings	5

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at The Village Medical Centre on 8 December 2015 and at this time the practice was rated overall as good. However breaches of a legal requirement were also found. After the comprehensive inspection the practice wrote to us and told us that they would take action to meet the following legal requirements set out in the Health and Social Care Act (HSCA) 2008:

Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulation 2010, Safe care and treatment.

On 13 April 2016 we carried out a focused review of this service under section 60 of the Health and Social care Act 2008 as part of our regulatory functions. The review was carried out to check whether the provider had completed the improvements needed and identified during the comprehensive review on 8 December 2015. This report only covers our findings in relation to those requirements. The report from our last comprehensive inspection can be read by selecting the 'all reports' link for The Village Medical Centre on our website at cqc.org.uk

The findings of this review were as follows:

- The practice had addressed the issues identified during the previous inspection.
- Effective systems were now in place to ensure accurate recording of medicine fridge temperatures and to ensure the correct procedures were followed if the temperatures fall outside of the required range for temperature sensitive medicines.
- Staff had received training in safe storage of temperature sensitive medicines.
- Effective systems were now in place to monitor the fridge recordings to ensure medicines were stored safely.
- Other recommended actions had been taken to improve care and services.

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?

Good



At this review we only asked the question- Are services safe? - to follow up the concerns identified at the last inspection.

The practice is rated as good for providing safe services.

Evidence was provided as part of this desk based review to demonstrate improved systems. Temperature sensitive medicines were now stored safely.

The practice had ensured staff were appropriately trained in the safe storage of temperature sensitive medicines. They had implemented systems to ensure temperatures were recorded, monitored and processes were in place and followed in the event of temperatures falling outside of the safe range.

The practice had also acted on recommended improvements to improve the safety of care and services.

The Village Medical Centre

Detailed findings

Background to The Village Medical Centre

The Village Medical Centre is registered with the Care Quality Commission to provide primary care services. It provides GP services for approximately 7500 patients living in Wirral. The practice is situated in a purpose built health centre. The practice has three male GPs and four female GPs, a practice manager, practice nurses, administration and reception staff. The Village Medical Centre holds a Primary Medical Services (PMS) contract with NHS England.

The practice is open: Monday to Friday 8am – 6.30pm and remains open over lunchtime.

Patients can book appointments in person, via the telephone or online. The practice provides telephone consultations, pre-bookable consultations, urgent consultations and home visits. The practice treats patients of all ages and provides a range of primary medical services.

The practice is part of Wirral Clinical Commissioning Group (CCG) and is situated in the Wallasey area of Wirral. The practice population is made up of a slightly higher than average elderly population with 31% of the population aged over 65 years old. Fifty four percent of the patient population has a long standing health condition and there is a lower than national average number of unemployed patients (1.7%).

The practice does not provide out of hours services. When the surgery is closed patients are directed to the local out

of hour's service provider (Wirral GP Out of Hours service) via NHS 111 for help. Information regarding out of hours services is available on the website and on the telephone message.

Why we carried out this inspection

We carried out a desk based review of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was planned to check whether the provider had completed the requirements identified during the comprehensive inspection carried out in December 2015. The checks made were to ensure the provider was now meeting the legal requirement and regulations associated with the Health and Social Care Act 2008.

How we carried out this inspection

The inspection was carried out as a focused desk based review by a CQC inspector. The practice was contacted and a request was made for them to submit evidence to demonstrate that they had made the necessary improvements and were now meeting the regulations identified as being breached at the last inspection. A range of information was submitted by the practice and reviewed by the inspector.

Are services safe?

Our findings

Overview of safety systems and processes

When we inspected the practice in December 2015 we were concerned with the way the practice managed temperature sensitive medicines. We found the medicines fridge temperature monitoring was not effective and processes had not been followed when the temperature had fallen outside of the safe range.

The practice now had effective systems, processes and practices in place to keep patients safe from the risks associated with unsafe storage of temperature sensitive medicines:

- The arrangements for managing vaccinations and other temperature sensitive medicines in the practice were now safe. We saw evidence which demonstrated the medicine fridges all had recorded temperature readings within the normal range since the last inspection.
- Staff had received further training in fridge temperature monitoring.
- The practice monitored monthly the records of the fridge temperatures to ensure no breaches in the cold chain had occurred.

At the inspection in December 2015 we also identified areas where the practice could improve on. These included:

- Implementing patient specific directives (PSDs) for administration of medicines by non-registered nurses.
- Implementing a Legionella action plan to ensure water supplies are monitored and safe.
- Making the business continuity plan easily accessible to all staff.

- Implementing a system to record actions taken when national patient safety and other relevant alerts and guidance are followed.
- Appointing a suitably experienced and qualified infection control lead.

Action had been taken and these recommended improvements had been made and included:

- Appropriate patient specific directives for the administration of medicines by non-registered nurses were now in place. We saw an example of a directive that would be used and were told about the process to be followed.
- A Legionella action plan was in place and we saw evidence that demonstrated the procedures were followed to minimise the risks of unsafe water within the practice, including regular monitoring of water temperatures.
- A system was now in place to record actions taken when national patient safety and other relevant alerts and guidance were followed. We saw evidence that demonstrated a recent alert had been discussed and actions taken recorded at a staff meeting.
- An appropriately qualified infection control lead was now in place. We saw evidence that demonstrated the lead had attended an update study day in infection prevention and control recently.

Arrangements to deal with emergencies and major incidents

- The practice business continuity plan was now accessible for staff and they were aware of its location.