

Holly Bank Surgery

Quality Report

Fingerpost Park Health Centre
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Date of inspection visit: 06/03/2018

Date of publication: 04/04/2018

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



Key findings

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Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Holly Bank Surgery on 13 June 2017. The full comprehensive report on the June 2017 inspection can be found by selecting the 'all reports' link for Holly Bank Surgery on our website at www.cqc.org.uk.

At our previous inspection in June 2017 we rated the practice as 'good' overall but as 'requires improvement' for the key question of safety. This was because improvements were needed to demonstrate staff suitability for their roles and responsibilities. We made this judgment because we found there were gaps in employee records included identity checks and Disclosure and Barring service checks. We issued a requirement notice as this was a breach of regulation.

This announced inspection visit was carried out on 6 March 2018 to check that the provider had carried out their plan to meet the legal requirements in relation to the breach. This report covers our findings in relation to that and additional improvements made since our last inspection.

The findings of this inspection were that the provider had taken action to meet the requirement notice issued as all required checks and associated records had been obtained and were held on staff personnel records.

The key question of safety is now rated as good. Overall the practice continues to be rated as good.

Our key findings were as follows:

- All required information and employment checks were available for each person employed.

The provider had also made a number of improvements to the service in response to recommendations we made at our last inspection. These included:

- A review of the level of clinical staffing had been carried out and this had been increased.
- The system in place for identifying and acting upon significant events had been improved to ensure all events were captured appropriately.
- Information provided to patients about the complaints process had been reviewed and updated.

Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

Holly Bank Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

This inspection was carried out by a lead Care Quality Commission inspector.

Background to Holly Bank Surgery

Holly Bank Surgery is located in Fingerpost Park Health Centre, St Helens, Merseyside. The practice was providing a service to approximately 3,900 patients at the time of our inspection.

The practice is part of St Helens Clinical Commissioning Group (CCG) and is situated in an area with lower than average levels of deprivation when compared to other practices nationally. The practice has a higher than average elderly population with 34% of the population aged over 65 years of age. The percentage of the patient population who have a long standing health condition is higher than the national average at 62% (national average 53%).

The practice is run by one male GP. There is one practice nurse, a practice manager and a team of reception/

administration staff. The surgery is open from 8am to 6.30pm Monday to Friday. When the surgery is closed patients are directed to the GP out of hours service provided by St Helens Rota.

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

The practice has a General Medical Services (GMS) contract. The practice provides a range of enhanced services, for example: childhood vaccination and immunisations and checks for patients who have a learning disability.

Why we carried out this inspection

We had carried out a comprehensive inspection of Holly Bank Surgery under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions on 13 June 2017. We undertook this follow up focused inspection of the service on 6 March 2018 to review the actions taken by the practice to improve and to confirm that the practice was now meeting legal requirements.

Are services safe?

Our findings

At our previous inspection on 13 June 2017 we rated the practice as 'good' overall but 'requires improvement' for safety as we identified a breach of regulation. This was because improvements were needed to demonstrate staff suitability for their roles and responsibilities. Staff personnel records did not contain all required information such as identity checks and Disclosure and Barring Service checks. We issued a requirement notice in respect of these issues.

We found that arrangements had improved when we undertook this follow up inspection of the service on 6 March 2018. The practice is therefore rated as 'good' for providing safe services.

Our findings were as follows:

Safety systems and processes

We viewed staff personnel records and these showed that all required checks had been obtained since our last inspection visit. These included checks on staff identification and Disclosure and Barring Service (DBS)

checks. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable).

A review of the level of clinical staffing had been carried out since our last inspection visit. The clinical team had been extended to include a salaried GP who was due to commence employment. The provider had also secured the services of a pharmacist for two days per week.

Lessons learned and improvements made

The system for recording significant events and incidents had been reviewed and improvements had been made to ensure all events were captured and documented appropriately. We viewed the records for a small number of events logged since our last inspection visit. As at our previous inspection we found that events had been investigated to ensure any lesson learned were shared.

Information provided to patients about the complaints process had been reviewed and updated since our last inspection visit.