

Orchard Surgery

Inspection report

New Road
Melbourn
Royston
Hertfordshire
SG8 6BX

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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?

Requires improvement



Are services effective?

Good



Are services well-led?

Good



Overall summary

We carried out an announced focussed inspection at Orchard Surgery on 12 February 2020. We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions; are services safe, effective and well-led. The ratings for caring and responsive have been carried over from the previous inspection, undertaken in July 2015, and are rated as good.

Our judgement of the quality of care at this service is based 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.

The full inspection reports on the previous inspections can be found by selecting the 'all reports' link for Orchard Surgery on our website at www.cqc.org.uk.

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 because:

- Patients had good outcomes because they received effective care and treatment that met their needs.
- The practice was fully engaged with reviewing and monitoring the clinical services they offered and used this information to make changes and drive improvements in care.
- The practice had good outcomes on the Quality and Outcomes Framework with low exception reporting.
- People's needs were met by the way in which services were organised and delivered.
- The leadership, governance and culture of the practice promoted the delivery of high-quality person-centred care.
- The practice encouraged continuous improvement and innovation.

- Staff reported they were happy to work in the practice and proud of the changes that had been made.

We have rated the practice as requires improvement for providing safe services because:

- The practice did not ensure clinical staff had complete oversight of relevant blood test results prior to prescribing a medicine that required this.
- The practice had prescribed a high-risk medicine to a patient with a dose that differed to the recommended amount from the hospital but were unable to account for this discrepancy.
- Some recruitment records were incomplete and did not include documented evidence of references or full immunisation records of staff.
- Incoming correspondence was reviewed by GPs but was not always scanned on to patients notes in a timely manner.
- We found some out of date consumables in a GP bag.

The areas where the provider **should** make improvements are:

- Implement the plan to complete safeguarding training for non-clinical and healthcare assistant staff to a level in line with national guidance.
- Review and improve the documentation of recruitment files, including embedding an occupational health policy
- Review and improve the system for incoming correspondence to ensure it is added to clinical records in a timely manner.
- Embed the new system for monitoring consumable items.

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

Dr Rosie Benneyworth

BS BM BMedSci MRCGP
Chief Inspector of General Practice

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 inspector and included a GP specialist advisor and a second CQC inspector.

Background to Orchard Surgery

- The name of the registered provider is Orchard Surgery.
- The address of the location is New Road, Melbourn, Royston, Hertfordshire, SG8 6BX.
- The practice is registered to provide diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.
- Orchard Surgery provides services to approximately 8,200 patients in a semi-rural area.
- The practice has five GP partners (three female, two male) and one salaried GP (female). There is a management team including a practice manager and an assistant practice manager. They are supported by a team of reception and administration staff. The practice employs three practice nurses (including a lead nurse), two healthcare assistants, a phlebotomist and a pharmacist who is employed via the Primary Care Network. There is a lead dispenser and a team of dispensary staff.
- The practice holds a General Medical Services contract with NHS England. The practice is able to offer dispensing services to those patients on the practice list who live more than one mile (1.6km) from their nearest pharmacy. We visited the dispensary as part of this inspection.
- The practice is open between 8.30am and 6pm Monday to Friday. Urgent appointments are available for people that need them. Online appointments are available to book in advance.
- When the practice is closed patients are automatically diverted to the GP out of hours service provided by Herts Urgent Care. Patients can also access advice via the NHS 111 service.
- The practice has a below average number of patients aged 15 to 39 compared to the CCG average, and an above average number of patients aged 50 to 84 compared to the national and CCG average. Male and female life expectancy in this area is in line with the England average at 82 years for men and 85 years for women. The practice was in the lowest decile for deprivation.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>The registered persons had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment. In particular:</p> <ul style="list-style-type: none">• The practice did not ensure clinical staff had complete oversight of relevant blood test results prior to prescribing a medicine that required this.• The practice had prescribed a high-risk medicine to a patient with a dose that differed to the recommended amount from the hospital but were unable to account for this discrepancy.