

Bacon Road Medical Centre

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 

Are services well-led?

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 this practice on 8 December 2015 and found that improvements were necessary in order to comply with the requirements of the Health and Social Care Act 2008.

In December 2015 we found that the provider did not have appropriate arrangements in place to ensure that legionella testing was undertaken or that necessary actions resulting from a legionella risk assessment were implemented.

The practice did not have effective minutes of meetings with any resulting actions being recorded and allocated. And the practice did not have effective systems in place to ensure policies and procedures were reviewed and kept up to date.

After the inspection the practice provided us with an action plan to demonstrate how they intended to comply with the requirements of the Health and Social Care Act 2008. We undertook a focused follow up inspection to check that the practice had followed their action plan and to confirm that the requirements of the Health and Social Care Act 2008 had been met.

On the inspection on 10 August 2016, we found that the practice had implemented appropriate changes since our inspection in December 2015.

This report only covers our findings in relation to the improvements required following our inspection in August 2016. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for on our website at www.cqc.org.uk.

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?

We found that improvements had been made following our previous inspection. A legionella assessment was undertaken and associated recommendations acted on.

Good



Are services well-led?

We found that improvements had been made following our previous inspection. Minutes of meetings were adequately recorded and policies and procedures were timely reviewed and up to date.

Good



Bacon Road Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

a CQC inspector

Why we carried out this inspection

We carried out a comprehensive inspection of this service under Section 60 of the Health and Social Care Act 2008 on 15 December 2015, as part of our regulatory functions. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated

with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014. A breach of legal requirements was found. Specifically for Regulation 15 The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. As a result we undertook a focused inspection on 10 August 2016 to follow up on whether actions had been taken to deal with the breach.

How we carried out this inspection

As part of our inspection, we reviewed information from the service and communicated with the practice manager.

Are services safe?

Our findings

The practice had made improvements following our findings at the inspection in December 2015. The practice had systems and processes in place to help keep people safe, which included:

- A legionella assessment had been undertaken shortly after our inspection in December 2015 which highlighted that no legionella bacteria were isolated in the analysed samples.

Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

Our findings

The practice had made improvements following our findings at the inspection in December 2015:

- The practice had reviewed its policies and procedures and ensured these were reviewed timely and the contents were up to date. For example, the adult and child safeguarding policies were reviewed the day after our inspection in December 2015; the policy for employees taking time off for dependents and emergencies was reviewed in February 2016; and the palliative care protocol was reviewed in May 2016.
- The practice had commenced accurate minute taking of meetings. In total we reviewed 14 sets of minutes taken since our last inspection, of which three related to nurse meetings and seven to GP partner meetings. This provided robust evidence of decision making processes.