

# Keston Medical Practice

## Quality Report

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Date of inspection visit: 25 April 2017

Date of publication: 02/06/2017

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 at Keston Medical Practice on 18 May 2016. The overall rating for the practice was good, with requires improvement for safety. The full comprehensive report on 18 May 2016 inspection can be found by selecting the 'all reports' link for Keston Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced focused inspection carried out on 25 April 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we

identified in our previous inspection on 18 May 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

The practice is now rated as good for all key questions.

Our key findings were as follows:

- The practice had taken action on all of the areas identified for improvement.
- Risks were well managed.
- Staff had received appropriate checks upon recruitment and appropriate training.

**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.

- Complete recruitment checks had been undertaken.
- All staff had received training appropriate to their role.
- Items that could pose a risk to patients were stored securely.

**Good**



# Keston Medical Practice

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

a CQC Lead Inspector.

## Background to Keston Medical Practice

Keston Medical Practice is based in a former small hospital in Purley, south west London. The building is fully accessible and houses a GP walk-in centre, and a number of other health services, including phlebotomy, x-ray and community midwives, health visitors and district nurses.

The area is well-served by public transport and there is parking available.

The practice was formed in 2009 following the merger of Purley Medical Practice and Keston House Medical Practice. The practice moved into its newly-redeveloped premises in February 2014 and now operates only from this site.

Nine doctors work at the practice: four male and five female. Four of the doctors (two male, two female) are partners and there are five salaried GPs (two male, three female). Some of the GPs work part-time. The working hours added together equate to 7.5 full time roles (whole time equivalents or WTE).

The (all female) nursing team is made up of a three practice nurses and a health care assistant. Some work part-time, with all of the nursing hours adding up to 2.7 WTE. The practice trains junior doctors as GPs.

The practice is open between 7am and 7pm Monday to Friday, for appointments with GPs and nurses. When the practice is closed cover is provided by a local out-of-hours care service.

There are approximately 13,728 patients at the practice. The practice population is generally in line with that of other practices in England. Compared to other practices locally, the practice has slightly fewer children and more older patients, particularly those over 75 years old. Life expectancy of the patients at the practice is in line with CCG and national averages. The practice population scores eight on the deprivation scale, with 10 being the least deprived. Compared to the English average, more patients have a long-standing health condition. The practice has a higher proportion of patients with learning disabilities and residential home residents than other practices in Croydon.

The practice holds a Personal Medical Services contract and is registered with the CQC to provide the following regulated activities: diagnostic and screening procedures, family planning, maternity and midwifery services, treatment of disease, disorder or injury, and surgical procedures. The practice is in the Croydon Clinical Commissioning Group (CCG) area.

## Why we carried out this inspection

We undertook a comprehensive inspection of Keston Medical Practice on 18 May 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement for providing safe services. The full comprehensive report following the inspection on May 2016 can be found by selecting the 'all reports' link for Keston Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

# Detailed findings

We undertook a follow up focused inspection of Keston Medical Practice on 25 April 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

## How we carried out this inspection

We carried out a focused inspection of Keston Medical Practice on 25 April 2017. This involved reviewing evidence that:

- Complete recruitment checks had been undertaken.
- All staff had received training appropriate to their role.
- Items that could pose a risk to patients were stored securely.

# Are services safe?

## Our findings

At our previous inspection on 18 May 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of managing risks to patients needed improvement.

Improvements were needed to the system for preventing and controlling infections and for ensuring that all risks to patients were identified and mitigated. For example, staff had not had appropriate infection control training and we found that liquid nitrogen was not stored securely.

These arrangements had significantly improved when we undertook a follow up inspection on 25 April 2017. The practice is now rated as good for providing safe services.

### Overview of safety systems and process

When we inspected in May 2016, we found that the practice maintained appropriate standards of cleanliness and hygiene, but that the lead practice nurse, who was the infection control clinical lead had not had any specific training or had the opportunity to liaise with the local infection prevention teams to keep up to date with best practice.

We found that when making recruitment checks, the practice had accepted a 'non-portable' Disclosure and

Barring Service (DBS) check from another employer for a clinical member of staff. (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).

At this inspection, we saw evidence that the nurse had received training for the role of infection control lead and had carried out several audits of infection and control, which were acted upon.

We looked at the files of four staff members, and found that complete recruitment checks had been undertaken, including DBS checks where appropriate. All staff had had recent training in necessary topics, including infection control.

### Monitoring risks to patients

When we inspected in May 2016, we found that most risks to patients were well assessed and managed, but some were not. Liquid nitrogen, which can cause harm if not used correctly, was stored in an unlocked storage cupboard, in an area accessible to patients. Some emergency medicines were also stored in an area accessible to patients.

At this inspection, we saw that the liquid nitrogen and emergency medicines had been moved to a secure area.