

The Old School Surgery

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



Summary of findings

Contents

Summary of this inspection

Overall summary	2
The five questions we ask and what we found	4

Detailed findings from this inspection

Our inspection team	5
Background to The Old School Surgery	5
Why we carried out this inspection	5
How we carried out this inspection	5
Detailed findings	7

Overall summary

Letter from the Chief Inspector of General Practice

We had previously carried out an announced comprehensive inspection at The Old School Surgery on 29 September 2016 and found breaches of regulation and rated the practice as 'Requires improvement' in the safe key question. However the practice was rated as good overall. The full comprehensive report on the 29 September inspection can be found by selecting the 'all reports' link for The Old School Surgery on our website at www.cqc.org.uk.

Specifically we found that;

- The Greencroft annex branch surgery did not have an effective fire risk assessment in place.
- Self-employed and casual workers had not been subject to the appropriate scrutiny to ensure their suitability for working at the practice.
- The arrangements in place for responding to a medical emergency at the branch surgery required review.
- Consultation room doors were not always closed to maintain privacy and confidentiality.
- The clinical waste bin was not adequately secured.

This inspection was an announced focused inspection carried out on 12 January 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 29 September 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as 'Good' in the safe key question and 'Good' overall.

Our key findings were as follows:

- A fire risk assessment for the Greencroft annex had been completed by an external company and improvements in line with the report's recommendations made.
- The practice had put measures in place to ensure the appropriate scrutiny of part time staff and self-employed workers.
- The procedures for dealing with a medical emergency had been reviewed.
- All staff had been reminded of the need to ensure privacy and confidentiality when treating patients.

Summary of findings

- The clinical waste bin at the Greencroft annex branch surgery was suitably secured.
- Staff working at the Greencroft annex branch surgery had been issued with personal alarms to give them re-assurance and support when working in this location.

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



The Old School Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team consisted of a CQC Inspector and a practice manager specialist advisor.

Background to The Old School Surgery

The Old School Surgery is located in Stoney Stanton Leicestershire and cover Sapcote, Sharnford, Thurlaston and Elmhurst.

It provides primary medical services to 6,995 patients under a General Medical Services contract commissioned by West Leicestershire Clinical Commissioning Group. The practice list was steadily increasing by approximately 20 patients a week. The rise was expected to continue with existing and planned housing developments in the immediate area.

It is a member of the Hinckley and Bosworth Medical Alliance, a federation of 13 practices in the locality with over 121,000 patients.

Treatment and care is provided by four partner GPs (two full time and two part time) and one Salaried GP. They are supported by two practice nurses, a healthcare assistant and a phlebotomist.

An anti-coagulant clinic is conducted at a branch surgery situated at Greencroft Annex, Off Carey Hill Road, Stoney Stanton Leicestershire LE9 4TY.

The premises at Stoney Stanton consist of four consulting rooms, two treatment rooms, a dispensary and offices on the top floor of the practice.

It is a dispensing practice, providing the service to 1,104 eligible patients.

The practice is mainly rural/commuter based with a higher number of patients aged 55-79 than the national average. Life expectancy is similar to both CCG and national averages. The practice is located in an area of low deprivation.

When the surgery is closed out-of-hours GP services are provided by Derbyshire Health United which was accessed by telephoning the NHS111 service.

Why we carried out this inspection

We undertook a comprehensive inspection The Old School Surgery on 29 September 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as Good but requires improvement in the Safe key question. The full comprehensive report following the inspection on 29 September 2016 can be found by selecting the 'all reports' link for The Old School Surgery on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of The Old School Surgery on 12 January 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.

This report should be read in conjunction with the full inspection report.

We inspected the practice against one of the five key questions we ask about services:

- Is the service safe?

Detailed findings

How we carried out this inspection

Before visiting, we reviewed a range of information we hold about the practice and asked other organisations to share what they knew. We carried out an announced visit on 12 January 2017.

During our visit we:

- Spoke with a range of staff.
- Requested information in relation to policies and procedures.
- Reviewed information given to us by the practice, including policies and procedures.

Are services safe?

Our findings

At our previous inspection on 29 September 2016, we rated the practice as requires improvement for providing safe services as we identified concerns with the fire risk assessment for the Greencroft annex branch surgery, recruitment procedures, security of a clinical waste bin, the arrangements for dealing with medical emergencies at the branch and patient confidentiality and privacy.

These arrangements had significantly improved when we undertook a follow up inspection on 12 January 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and process

At this inspection we saw evidence that the practice had applied for DBS checks for casual staff and self-employed workers.

The clinical waste bin at the Greencroft annex was secured to prevent unauthorised removal.

All staff had been reminded of the need to ensure consulting room doors were closed when in use.

Monitoring risks to patients

We reviewed a fire risk assessment that had been completed by an external company for the Greencroft annex branch surgery and saw that action had been taken in line with the report recommendations and that a fire drill and evacuation had been completed.

Arrangements to deal with emergencies and major incidents

The practice had revised its arrangements for dealing with medical emergencies at the Greencroft annex and now kept emergency drugs in the building, as well as oxygen and a defibrillator.

Staff at the Greencroft annex were provided with a personal attack alarm as well as having access to the emergency alert provided through the practice computer system. They had been issued with instructions to confirm with the main surgery when they started work in the mornings.