

# Phoenix Medical Practice

## Quality Report

Phoenix Surgery 33 Bell Lane  
Burham Rochester Kent ME1 3SX

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Website: [www.phoenixsurgery-burham.nhs.uk](http://www.phoenixsurgery-burham.nhs.uk)

Date of inspection visit: 4 April 2017

Date of publication: 15/05/2017

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	
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 at Phoenix Medical Practice on 8 November 2016. The overall rating for the practice was requires improvement. The full comprehensive report on the November 2016 inspection can be found by selecting the 'all reports' link for Phoenix 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 4 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 8 November 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.

Our key findings were as follows:

- The practice had revised systems, processes and practices to help keep patients, staff and visitors safe.

- The practice was able to demonstrate they were following guidance on the management of medicines.
- The practice was able to demonstrate that risks to patients, staff and visitors were being assessed and well managed.
- Some staff had received training to help them identify patients who were also carers. The practice had identified 75 patients on the practice list who were also carers.
- The practice had introduced a system so that patients were able to make appointments online.
- The practice had revised complaints management and was able to demonstrate that complaints received an initial acknowledgement letter within the time frame stipulated in their complaints policy.
- Governance arrangements had been revised to help ensure they were effectively implemented.
- The practice had revised the system that managed and recorded actions taken as the result of receiving national patient safety alerts.

However, there were also areas of practice where the provider needs to make improvements.

# Summary of findings

The provider should:

- Continue to identify patients who are also carers to help ensure eligible patients are offered relevant support.

**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.

- The practice had revised systems, processes and practices to help keep patients, staff and visitors safe. Records of domestic cleaning carried out at Phoenix Medical Practice and the branch practice at Eccles were being kept.
- The practice was able to demonstrate they were following guidance on the management of medicines. Medicines and vaccines were being stored in the medicine refrigerators at the Eccles branch at the correct temperature. All prescriptions, except in exceptional circumstances, were signed by a GP before the transfer of the medicines to patients. The use of blank prescription pads were being monitored through the practice.

The practice was able to demonstrate that risks to patients, staff and visitors from fire and legionella were being assessed and well managed. (Legionella is a germ found in the environment which can contaminate water systems in buildings).

Good



### Are services well-led?

The practice is rated as good for providing well-led services.

- Governance arrangements had been revised to help ensure they were effectively implemented.
- The practice was able to demonstrate that risks to patients, staff and visitors were being assessed and well managed.

The action required and action taken as a result of receiving national patient safety alerts were now being recorded were now being recorded and well managed.

Good



# Summary of findings

## The six population groups and what we found

We always inspect the quality of care for these six population groups.

### Older people

The provider had resolved the concerns for the provision of safe and well-led care identified at our inspection on 8 November 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



### People with long term conditions

The provider had resolved the concerns for the provision of safe and well-led care identified at our inspection on 8 November 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



### Families, children and young people

The provider had resolved the concerns for the provision of safe and well-led care identified at our inspection on 8 November 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



### Working age people (including those recently retired and students)

The provider had resolved the concerns for the provision of safe and well-led care identified at our inspection on 8 November 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



### People whose circumstances may make them vulnerable

The provider had resolved the concerns for the provision of safe and well-led care identified at our inspection on 8 November 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



### People experiencing poor mental health (including people with dementia)

The provider had resolved the concerns for the provision of safe and well-led care identified at our inspection on 8 November 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



# Phoenix Medical Practice

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

## Background to Phoenix Medical Practice

Phoenix Medical Practice is situated in Burham, Rochester, Kent and has a registered patient population of approximately 4,287. There are more patients registered between the ages of 40 and 79 years than the national average. There are fewer patients registered between the ages of 20 and 34 years as well as the age of 80 years and above than the national average. The practice is located in an area with a lower than average deprivation score.

The practice staff consists of two GP partners (one male and one female), one salaried GP, one practice manager, one dispensary manager, three practice nurses (all female), one healthcare assistant / receptionist (female) as well as administration, reception and dispensary staff. The practice also employs locum GPs via an agency. There are reception and waiting areas on the ground floor. Patient areas are accessible to patients with mobility issues, as well as parents with children and babies.

The practice is a training practice (training practices have GP trainees and FY2 doctors) and dispenses medicines.

The practice has a general medical services contract with NHS England for delivering primary care services to the local community.

Services are provided from:

- Phoenix Surgery, 33 Bell Lane, Burham, Rochester, Kent, ME1 3SX, and
- Eccles Surgery, White House, Eccles, Maidstone, Kent, ME20 7HX.

Phoenix Surgery is open Monday and Thursday 8.30am to 5pm, Tuesday, Wednesday and Friday 8.30am to 6pm. Extended hours appointments are offered Tuesday and Wednesday 7am to 8am.

Eccles Surgery is open Monday, Tuesday, Wednesday and Friday 8.30am to 1pm and Thursday 8.30am to 5pm.

Primary medical services are available to patients via an appointments system. There are a range of clinics for all age groups as well as the availability of specialist nursing treatment and support. There are arrangements with other providers (Integrated Care 24) to deliver services to patients outside of the practice's working hours.

During this inspection we visited:

- Phoenix Surgery, 33 Bell Lane, Burham, Rochester, Kent, ME1 3SX, and
- Eccles Surgery, White House, Eccles, Maidstone, Kent, ME20 7HX.

## Why we carried out this inspection

We undertook a comprehensive inspection of Phoenix Medical Practice on 8 November 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. The full comprehensive report following the inspection on 8 November 2016 can be found by selecting the 'all reports' link for Phoenix 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 Phoenix Medical Practice on 4 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

Before visiting, we reviewed information sent to us by the practice that told us how the breaches identified during the

comprehensive and focussed inspections had been addressed. During our visit we spoke with the practice manager and the dispensary manager as well as reviewed information, documents and records kept at the practice.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

# Are services safe?

## Our findings

At our previous inspection on 8 November 2016, we rated the practice as requires improvement for providing safe services.

- The practice was unable to demonstrate that they kept records of domestic cleaning that was carried out.
- The arrangements for managing medicines in the practice did not always keep patients safe.
- Risks to patients were not always assessed and well managed.

These arrangements had significantly improved when we undertook a follow up inspection on 4 April 2017. The practice is now rated as good for providing safe services.

### Overview of safety systems and process

The practice had revised systems, processes and practices to help keep patients, staff and visitors safe.

- We saw that records of domestic cleaning carried out at Phoenix Medical Practice and the branch practice at Eccles we being kept. The contract cleaning company also carried out cleaning audits, the results of which were forwarded to the practice for use in monitoring the quality of cleaning carried out.
- The practice had revised arrangements for managing medicines in the practice to help keep patients safe. Records showed that medicines and vaccines were now being stored in medicines refrigerators at the Eccles branch at the correct temperature. We looked at a random sample of medicines and vaccines stored in the medicines refrigerators at the Eccles branch and found that they were all within their expiry dates.
- Staff told us that the practice had revised the standard operating procedures that governed the management

of dispensing medicines to help ensure that prescriptions were signed by a GP before transfer of the medicines to the patients. Records confirmed this. Staff told us that all prescriptions were now signed before the transfer of medicines to the patients unless there were exceptional circumstances. We checked a random sample of medicines that had been dispensed at the Phoenix Medical Practice and were awaiting collection by patients. We found that the prescriptions for all the dispensed medicines we checked had been signed by a GP. We also checked a random sample of medicines that had been dispensed at the Eccles branch and were awaiting collection by patients. We found that all but one of the prescriptions for the dispensed medicines we checked had been signed by a GP. The one prescription that had not been signed prior to the medicine being dispensed was for an exceptional circumstance where an acute prescription was required for a patient.

- The practice had revised the system that monitored blank prescription pads through the practice. Staff told us the practice had introduced a system that recorded the serial numbers of blank prescription pads that were kept in the GPs' home visit bags. Records confirmed this.

### Monitoring risks to patients

The practice had revised the way they assessed and managed risks to patients, staff and visitors.

- Records showed that smoke alarms in the practice were now being tested on a regular basis and that fire drills were carried out.
- Records showed that the water temperatures from hot and cold outlets were now being recorded on a regular basis. The practice had written guidance for staff to follow when test results showed that the water temperature was outside of acceptable limits.



# Are services well-led?

Good 

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

## Our findings

At our previous inspection on 8 November 2016, we rated the practice as requires improvement for providing well-led services.

- Governance arrangements were not always effectively implemented.
- The practice was unable to demonstrate the action taken as a result of receiving national patient safety agency alerts.

We issued requirement notices in respect of these issues and found arrangements had significantly improved when we undertook a follow up inspection of the service on 4 April 2017. The practice is now rated as good for being well-led.

### Governance arrangements

The practice had revised governance arrangements that assessed and managed risks to help ensure they were effectively implemented.

- The practice had revised the way it assessed and managed risks to patients, staff and visitors. They were able to demonstrate that they were following national guidance on the management of medicines. They were also able to demonstrate that risks from fire and legionella were now being assessed and well managed.

### Leadership and culture

The practice had revised the system that identified notifiable safety incidents. Records showed that action required and action taken as a result of the practice receiving alerts were now being recorded.