

Jenner House Surgery

Quality Report

159 Cove Road
Farnborough
Hampshire
GU140HQ
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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 effective?

Are services caring?

Are services responsive to people's needs?

Are services well-led?

Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out a follow up review of Jenner House Surgery on 28 July 2016 to check that action had been taken since our previous inspection in October 2014. Overall the practice is rated as good.

At our inspection in September 2014 we rated the practice as good overall. The practice was good for Effective, Caring, Responsive and Well-Led services.

However, we found that the practice required improvement in the Safe domain due to breaches of regulations relating to the safe delivery of services. We found that the registered person did not ensure that recruitment checks were fully completed for locum GPs working at the practice, specifically to check references from previous employers.

We revisited Jenner House Surgery to have a look at the personnel files for locum GPs that have been used by the practice since the date of the last inspection.

We undertook this focused follow up inspection on 28 July 2016 to check that they had followed their action plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link from Jenner House Surgery on our website at www.cqc.org.uk

Our key findings for this review were as follows:

- Written references were now obtained from previous employers for any GP working at Jenner House Surgery.

The practice is now rated good for Safe services and remains rated good overall.

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.

- Risks to patients were assessed and well managed. The practice had ensured that all locum GPs working at the practice had completed recruitment checks which included obtaining references from previous employers, prior to their employment.

Good



Are services effective?

Are services caring?

Are services responsive to people's needs?

Are services well-led?

Summary of findings

Jenner House Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

At this review our inspection team consisted of a Care Quality Commission Inspector.

Background to Jenner House Surgery

Jenner House Surgery is based at 159 Cove Road, Farnborough, Hampshire, GU14 0HQ. The practice provides a service to approximately 10,000 patients and has recently closed its patient list. The practice has two GP partners, one of whom who will shortly be leaving. The practice uses GP locums to fill the current GP vacancies. The GPs are supported by a team of practice nurses, advanced nurse practitioners, a physiotherapist (as part of a local pilot scheme) and a phlebotomist. There is also a practice manager and a team of reception and administrative staff.

The practice offers approximately 40 GP sessions per week. Patient appointments are available between 8.30am and 6.30pm daily. Extended hours appointments are available on Mondays until 8.30pm. Appointments are also available to pre-book on Saturday mornings between 9am and 11am. When the practice is closed, patients are able to access urgent care via the NHS 111 service.

Why we carried out this inspection

At the inspection carried out on 15 October 2014, we identified shortfalls with;

Regulation 21 HSCA 2008 (RA), Regulations 2010 Requirements relating to workers.

We found that recruitment checks had not been fully completed for locum GPs. This meant the practice could not be reassured of the suitability of locums to undertake the work they were employed to do.

We asked the provider to send a report of the changes they would make to comply with the regulations they were not meeting at that time.

We have followed up to make sure that the necessary changes have been made and found the provider was now meeting the regulations included within this report. This report should be read in conjunction with the full inspection report.

How we carried out this inspection

We revisited Jenner House Surgery to find evidence that they were meeting the standards that they previously were in breach of.

Are services safe?

Our findings

Overview of safe systems and processes

At our visit in October 2014 we found that recruitment checks had not been completed for locum GPs working at the practice. We reviewed the personnel files of locum GPs working at the practice and found that they contained information concerning, proof of identify, confirmation that the GP was on the medical performers list, confirmation of registration with the general medical council, a copy of their criminal records check, evidence of medical liability insurance and a copy of their CV detailing the locums previous employment history. The practice did not have evidence in the form of written references to demonstrate the suitability of locum GPs to work at the practice.

For this review the practice was able to provide evidence to show that all the improvements required had been made.

The practice had identified which locum GPs were missing written references and written to their previous employers to obtain these. We also observed that written references had been obtained for any new locums who had started to work for the practice. Written references were kept in the locum GPs' personnel files.

The practice had also amended their recruitment policy for the recruitment of locum GPs. This stated that written references would be required for all staff prior to starting work at the practice.

The practice had started to recruit locum GPs via an agency and provided evidence to show that the agency would complete recruitment checks prior to employment. The practice also kept copies of the checks that were undertaken by the agency for their own records.

Are services effective?

(for example, treatment is effective)

Our findings

Are services caring?

Our findings

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Are services well-led?

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

Our findings