

Waterfront and Solent Surgery

Quality Report

Jones Lane
Hythe
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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

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Waterfront and Solent Surgery on 24 August 2016. The practice was rated good for effective, caring, responsive and well-led, and was rated requires improvement for safe. The overall rating for the practice was good. The full comprehensive report on the August 2016 inspection can be found by selecting the 'all reports' link for Waterfront and Solent Surgery on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 14 March 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulations that we identified in our previous inspection on 24 August 2016. This report covers our findings in relation to those requirements.

At our previous inspection on 24 August 2016, we rated the practice as requires improvement for providing safe services as the practice's waste management policy was not labelled, stored, transported and disposed of in accordance with national legislation and local policies.

It was also noted that on the previous inspection that the business continuity plan for the practice was not updated to reflect the current emergency contact numbers for staff. Information within the plan was not accessible off site.

Our key findings for 14 March 2017

- We found that the waste management was improved and waste now correctly disposed of in line with current legislation and local policy.
- The practice business continuity plan now had all the correct telephone numbers for emergency use and the information was accessible off site.

The practice is now rated as good for providing safe services.

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?

This practice is now rated as good for providing safe services.

Clinical waste bags were now labelled in the waste store with a clear date label and closed with tamper proof ties. All practice staff were aware of the procedures in disposing of clinical waste safely and were trained in maintaining waste security at all times.

The practice business continuity plan now had all the correct telephone numbers for emergency use and the information was accessible off site and securely kept. This meant that the practice staff could be contacted and a contingency plan put in place if the practice building was inaccessible due to the emergency.

Good



Waterfront and Solent Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

The inspection team consisted of a CQC inspector.

Background to Waterfront and Solent Surgery

Waterfront and Solent Surgery is located at Jones Lane, Hythe, Hampshire SO45 6AW. There are currently around 7200 patients registered with the practice.

The practice is located centrally in Hythe and covers areas of both relative wealth and affluence, such as Beaulieu and also areas of relative deprivation. The population that it serves has a high level of elderly patients with data showing that the practice itself has a higher elderly population than other practices in the local area.

The practice supports two large nursing homes and six residential homes in the area. Sole care is also provided to a residential home for patients with learning difficulties. There are two designated disabled parking bays in the car park and all consulting rooms in the purpose built building are located on the ground floor. The practice has baby changing facilities and accessible toilets.

At the time of the follow up inspection in March 2017 there were three GP partners, one salaried GP, one advanced nurse practitioner, three practice nurses, one health care assistant and nine administrative staff and one practice manager.

The practice is open between 8am and 6.30pm from Monday to Friday. Extended hours appointments are offered on Wednesdays until 7.45pm and on every other Saturday morning. The reception is open every Saturday morning. Appointments can be booked in advance either on-line or through the telephone system. There are 'rapid access' appointments for patients with urgent needs. When the practice is closed the patients are referred to NHS 111.

Why we carried out this inspection

We undertook a comprehensive inspection of Waterfront and Solent Surgery on 24 August 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall with requires improvement for providing safe services. The full comprehensive report following the inspection can be found by selecting the 'all reports' link for Waterfront and Solent Surgery on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Waterfront and Solent Surgery on 14 March 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 revisited Waterfront and Solent Surgery as part of this review because they were able to demonstrate that they were meeting the standards.

Detailed findings

During our visit we:

- Looked at the paperwork and policies surrounding waste disposal.
- Spoke to the practice management to assess that there are processes in place to ensure that the waste is managed appropriately.
- Spoke to the infection and control lead nurse to evidence that staff are aware of the waste disposal policy
- Looked at the clinical areas and waste storage areas to check that all clinical waste is dealt with appropriately.

Are services safe?

Our findings

Overview of safety systems and processes

At our previous inspection on 24 August 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of disposal of waste was not in line with national guidelines and local policy.

These arrangements had improved when we undertook a follow up inspection on 14 March 2017. The practice is now rated as good for providing safe services.

We looked at the waste policy for the practice and spoke to staff regarding the disposal and security of waste. All waste was correctly segregated in the clinical areas with clean and appropriate waste bins and sharps boxes. The waste was monitored daily to check that the bins and boxes were not overfilled. When disposal was required it was evidenced that all staff have been given training in the secure tying of bags and secure locking of sharps boxes.

The waste was then stored securely in a locked unit outside the building with date of storage clearly evidenced on suitable labels and all bags fastened with tamper proof ties. The practice had spoken to the waste disposal service to ensure that their policies were compatible with each other and that waste was collected regularly from the practice. We were told that all staff were aware of the practice policy on waste management.

Arrangements to deal with emergencies and major incidents

At our previous inspection on 24 August 2016, it was noted that the practice's continuity plan did not include up to date emergency contact numbers for staff and information within the plan was not accessible off site.

At the follow up inspection on 14 March 2017 it was noted that the practice had updated the emergency telephone numbers in the business continuity policy to reflect current staff contact numbers. The business continuity plan had been made available off site in case of an emergency.