

# Newnham and Westbury 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

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## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of Newnham and Westbury Surgery on 5 May 2016. We found that the practice had breached a regulation relating to the safe delivery of services. Overall the practice was rated as good.

The practice required improvement for the provision of safe services to ensure that the risks associated with checking, maintaining and safely storing emergency equipment and medicines had been appropriately assessed. The practice also needed to implement a system to identify, assess and mitigate risks arising from cross infection this included the requirement to complete an infection control risk assessment required by the relevant code of practice.

Following the inspection the provider sent us an action plan detailing how they would improve the emergency equipment and infection control management systems ensuring they reflect national guidelines.

We carried out a desktop inspection of Newnham and Westbury Surgery on 7 September 2016 to ensure these changes had been implemented and the service was meeting the regulations previously breached. For this reason we have only rated the location for the key question to which this related. This report should be read in conjunction with the full inspection report from 5 May

2016. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Newnham and Westbury Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We found the practice had made improvements since our last inspection on 5 May 2016 and they were meeting the regulations that had previously been breached.

Specifically the practice was operating safe systems in relation to emergency equipment and infection control management systems. This included:

- The practice had reviewed their systems for checking and storing emergency medicines and equipment and had implemented new processes. The practice had replaced the equipment previously noted to have been out of date.
- The practice had improved infection control management by undertaking infection control audit training and completing infection control audits for both Newnham and Westbury practices.
- Both of the improvements above were discussed at a practice meeting and minuted for all team members' awareness.

We have changed the rating for this practice to reflect these changes. The practice is now rated good for the provision of safe, effective, caring, responsive and well led services.

# Summary of findings

**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 was rated as requires improvement for providing safe services in May 2016 and was re-rated as part of this inspection.

Our last inspection in May 2016 identified concerns relating to the management of emergency equipment and infection control management. During the inspection in September 2016 we saw the concerns had been addressed and now reflected national guidelines:

- The practice had reviewed their systems for checking and storing emergency medicines and had implemented new processes. The practice had replaced the emergency equipment previously noted to have been out of date and new logs had been implemented to ensure all emergency equipment and medicines were regularly checked and replaced.
- The practice completed infection control audit training and had completed infection control audits, detailing and undertaking any relevant actions as required.
- Both of the improvements above were discussed at a practice meeting and minuted for all team members' awareness.

**Good**



# Newnham and Westbury Surgery

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

This desktop inspection was undertaken by a CQC inspector.

### Why we carried out this inspection

We undertook an announced focused desktop inspection of Newnham and Westbury Surgery on 7 September 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 5 May 2016 had been made. We asked the provider to send a report of the changes they would make to comply with the

regulation they were not meeting. We inspected the practice against one of the five questions we ask about services: is the service safe, to make sure the necessary changes have been made. We found the provider is now meeting the fundamental standards included within this report.

### How we carried out this inspection

We did not revisit Newnham and Westbury Surgery as part of this inspection because the practice was able to demonstrate compliance without the need for a visit. We reviewed information given to us by the practice, including minutes of a practice meeting discussing the improvements, email evidence of infection control training, emergency equipment checking logs and two infection control audits.

# Are services safe?

## Our findings

### Overview of safety systems and processes

When we visited the practice on 5 May 2016 we found that the practice had not completed a current infection control audit. This was found to have breached regulation 12, safe care and treatment, of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Following publication of our report of the inspection the practice told us in their action plan that they would invite the locality infection control lead to the practice to train and advise on infection control audit completion and following this the practice would complete and implement an infection control audit. Subsequently they provided us with evidence of the locality lead visiting the practice and the infection control audit having been completed by the lead nurse with a detailed action plan and improvements made.

### Medicines management

When we visited the practice on the 5 May 2016 we found that the practice had failed to establish and operate an effective system to check, manage and mitigate the risks associated with the emergency equipment. We noted that

the disposable needles were out of date and the practice log to evidence that the emergency medicines were checked did not include emergency equipment in line with national guidelines. This was found to have breached regulation 12, safe care and treatment, of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Following publication of our report of the inspection the practice submitted an action plan and the following improvements have been made:

- The practice implemented emergency equipment and medicines logs which were now completed in line with national guidelines and stored next to the emergency equipment. The practice submitted copies of the logs used to check the emergency medicines and the emergency equipment after the inspection. The changes to procedure were discussed at a practice meeting and minutes of this meeting were submitted as further evidence.
- The out of date disposable needles were immediately removed and replaced.

All of the above actions had ensured that Newnham and Westbury Surgery was operating with safe systems in place.