

# Dr Christopher Cole and Partners

## Inspection report

Waterside Health Centre  
Beaulieu Road, Hythe  
Southampton  
Hampshire  
SO45 5WX  
Tel: 02380899119  
www.theredandgreenpractice.co.uk

Date of inspection visit: 20 Dec 2018  
Date of publication: 14/02/2019

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 location

Requires improvement 

Are services safe?	Requires improvement 
Are services effective?	Good 
Are services caring?	Good 
Are services responsive?	Good 
Are services well-led?	Requires improvement 

# Overall summary

We carried out an announced comprehensive inspection at Dr Christopher Cole and Partners on 20 December 2018.

At this inspection we followed up on breaches of regulations identified at a previous inspection on 28 November 2017.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

## **We have rated this practice as requires improvement overall.**

We rated the practice as **requires improvement** for providing safe services because:

- The practice did not always follow their systems and processes which kept people safe and safeguarded from abuse.
- The practice did not consistently follow actions identified in their fire risk assessment.
- Infection prevention and control processes were not fully embedded.
- The safety and efficacy of medicines requiring refrigeration could not be assured.
- The practice could not demonstrate the prescribing competence of non-medical prescribers. While the practice had made some improvements since our inspection on 28 November 2017, it had not appropriately addressed the requirement notice in relation to ensuring that all staff had received training in line with practice policy.

We rated the practice as **good** for providing effective, caring and responsive services because:

- Patients received effective care and treatment that met their needs.

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

We rated the practice as **requires improvement** for providing well-led services because:

- The practice did not have clear processes for managing the performance of clinical staff.
- The practice's arrangements for identifying, managing and mitigating risks were not always embedded
- Policies were not consistently embedded, for example in relation to controlled drugs.
- Not all staff felt that leaders were visible and approachable.
- The practice did not maintain oversight of necessary training for GPs.

The areas where the provider **must** make improvements are:

- Assess, monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk which arise from the carrying on of the regulated activity.

(Please see the specific details on action required at the end of this report).

The areas where the provider **should** make improvements are:

- Continue to improve uptake of cervical screening.
- Continue efforts to identify patients who are carers.
- Continue to use patient feedback to help drive improvements.

## **Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Professor Steve Field** CBE FRCP FFPH FRCGP Chief Inspector of General Practice

## Population group ratings

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Good</b> 
<b>Families, children and young people</b>	<b>Good</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b> 

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a practice manager specialist advisor.

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## Background to Dr Christopher Cole and Partners

Dr Christopher Cole and Partners is located at Waterside Health Centre, Beaulieu Road, Hythe, SO45 5WX and is also known as The Red and Green Practice. The practice has a branch practice located at Blackfield Health Centre, Hampton Lane, Blackfield, SO45 1XA.

The practice provides services under a general medical services contract and has approximately 24,000 registered patients with a slightly higher than average older population and its patients are predominantly white British. The practice is part of the NHS West Hampshire Clinical Commissioning Group.

The practice is part of a federation called Watadoc Healthcare Ltd formed with other local practices and which covers roughly 48,000 patients.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice's clinical team consists of 12 partners and two salaried GPs with a whole time equivalent of 11.9, one nurse manager, three advanced nurse practitioners, eight practice nurses, two health care assistants and a practice pharmacist. The administration team is led by a practice business manager and consists of; an operations manager, an IM&T manager and 51 admin and data staff.

The practice has opted out of providing an out-of-hours service. When the practice is closed patients can contact 111 for advice and assistance.

You can access practice information online at [www.redandgreenpractice.co.uk](http://www.redandgreenpractice.co.uk)

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p><b>How the regulation was not being met:</b></p> <p>The practice did not assess, monitor and mitigate the risks relating to the health, safety and welfare of service users.</p> <p>In particular we found:</p> <ul style="list-style-type: none"><li>• The provider did not have an effective system to manage the performance of all clinical staff. Specifically they did not maintain oversight of GP training or have assurances of the competence of non-medical prescribers.</li><li>• The chaperone policy was not fully embedded as staff had carried out those duties who were not covered by the practice policy.</li><li>• The practice did not conduct fire alarm checks in line with their fire risk assessment.</li><li>• Infection control procedure was not fully embedded.</li></ul> <p>This was a breach of Regulation 17(2)(b) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>