

# Dr Perkins & Partners

## Quality Report

Veor Surgery  
South Terrace  
Camborne  
Cornwall  
TR14 8SN

Tel: 01209 611199

Website: [www.veorsurgery.co.uk](http://www.veorsurgery.co.uk)

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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

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 Dr Perkins & Partners, also known as Veor Surgery, on 10 February 2015. The practice was rated as requires improvement for providing services that are Safe. We found there were inconsistent arrangements in how risks were assessed and managed. For example, relating to staff recruitment, training and appraisals, and the communication of actions following the receipt of medical safety alerts. The full comprehensive report of the inspection undertaken in February 2015 can be found by selecting the 'all reports' link for Dr Perkins & Partners on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced focused inspection carried out on 21 February 2017 to confirm the practice had carried out their action plan to meet the legal requirements in relation to the breaches in regulations identified at our previous inspection on 10 February 2015. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Our key findings were as follows:

- The Practice had completed appropriate recruitment checks when employing new staff and for existing staff members.
- The practice ensured that alerts and new guidance was shared with staff and checks were in place to ensure relevant action was taken.
- The practice recorded and communicated alerts and incidents appropriately and ensured learning was shared following significant events.
- The practice had an overview of staff training and had implemented systems to ensure refresher training was completed when required.
- All staff had received up to date appraisals.

### 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?**

At our comprehensive inspection in February 2015 we found that the practice had not undertaken appropriate employment checks to ensure that only suitable staff were employed. Following this focused Inspection we have rated the practice as good for providing safe services.

During this focused inspection undertaken 21 February 2017 we found that appropriate employment checks had been undertaken for all newly recruited staff and existing staff members. Other actions undertaken included;

- The practice ensured that alerts and new guidance was shared with staff and checks were in place to ensure relevant action was taken.
- The practice recorded and communicated alerts and incidents appropriately and ensured learning was shared following significant events.
- The practice had an overview of staff training and had implemented systems to ensure refresher training was completed when required.
- All staff had received up to date appraisals.

**Good**



# Dr Perkins & Partners

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

The follow up focused inspection was undertaken by a CQC Lead Inspector and an Assistant Inspector.

## Background to Dr Perkins & Partners

Dr Perkins & Partners also known as the Veor Surgery located at South Terrace, Camborne, Cornwall, TR14 8SN, provides services for people living in Camborne and the surrounding areas.

The practice provides a Personal Medical Service to approximately 8,500 patients. The practice population is in the third decile for deprivation. In a score of one to ten the lower the decile the more deprived an area is. Average life expectancy for the area is similar to national figures with males living to an average age of 77 years and females living to the average age of 81 years.

The practice has a team of two male and one female GP partners. The partners hold managerial and financial responsibility for the business. The GPs are supported by a nurse practitioner, two practice nurses as well as HCAs and a phlebotomist (a person trained to take blood). In addition there is a practice manager, and administrative and reception staff.

The practice is open from 8.30am until 1pm and then 2pm until 6.30pm from Monday to Friday. Appointments are available during these times. Additional appointments are available on Wednesday, Thursday and Friday between

6.30pm and 8pm. Between 1pm and 2pm, and during evenings and weekends, when the practice is closed, patients are directed to dial NHS 111 to talk to an Out of Hours service delivered by another provider.

Routine appointments are available daily and patients can book appointments up to four weeks in advance. Urgent appointments are available on the day and telephone consultations also take place. Patients could obtain these appointments either by telephoning the practice or on line using the practice website.

## Why we carried out this inspection

We undertook a comprehensive inspection of Dr Perkins & Partners on 10 February 2015 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall but the practice was rated as requires improvement for providing safe services. The full comprehensive report following the inspection on 10 February 2015 can be found by selecting the 'all reports' link for Dr Perkins & Partners on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up focused inspection of Dr Perkins & Partners on 21 February 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 carried out a focused inspection of Dr Perkins & Partners on 21 February 2017.

# Detailed findings

During our visit we:

- Spoke with the practice manager and the business manager.
- Reviewed staff files and the training matrix for all staff.
- Reviewed minutes from meetings.

- Reviewed records used to record and review significant events.

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 10 February 2015, we rated the practice as requires improvement for providing safe services for the following reasons;

- The practice had not undertaken appropriate recruitment checks when they had employed new staff. The practice had not completed a Disclosure and Barring Service check for existing staff members. Not all staff files contained evidence of proof of identification, qualifications or references from previous employers to ensure suitability of staff.
- The practice did not ensure that there were systems in place to disseminate alerts and new guidance to staff; and to record the investigation of incidents and disseminate learning from significant events to staff.

When we completed this follow up focused inspection on 21 February 2017 we found that appropriate action had been taken by the practice to make services safe.

### Safe track record and learning

Improvements had been made in regard of medical alerts. We saw these were circulated internally to staff and systems were in place to ensure the necessary actions were taken and completed to ensure patient safety.

Since the last inspection, the practice had introduced a new system for staff to record significant events. The forms were accessible to all staff on the practice's intranet. We saw minutes from meetings that evidenced practice had discussed significant events every month at their 'quality and safety' meetings. All staff were invited to attend these meetings. We saw that details of learning, following significant, were also displayed on a 'quality and safety' board in a staff only area.

### Overview of safety systems and process

We reviewed four staff files at this inspection in February 2017 and found that appropriate recruitment checks had been undertaken for newly recruited staff and for existing staff members. Each file contained evidence of identification, a full employment history, two written references, certificates of qualifications, registrations and medical indemnity insurance, where appropriate. The practice had completed a Disclosure and Barring Service check for all employees.