

Dr Terence Johnson

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 at Dr Terence Johnson on 14 April 2016. The practice had been rated as good for effective, caring, responsive and well-led, however they required improvement in safe. After the comprehensive inspection, the practice sent to us an action plan detailing what they would do to meet the legal requirements in relation to the following:-

- Ensuring that staff took the relevant action when fridge temperatures were out of the advised range for the storage of vaccines.

We undertook this announced focused inspection on 4 August 2016 to check that the provider had followed their action plan and to confirm that they now met legal requirements. The provider was now meeting all requirements and are rated as Good under the safe domain.

This report only covers our findings in relation to those requirements.

- The provider had reviewed the cold chain policy and all staff had been re-trained on the procedure. A new thermometer had been installed in the vaccine fridge. Staff were routinely recording the daily temperatures including the maximum and minimum temperatures reached. Staff were aware of what to do if the fridge temperature was out of the required range for the storage of vaccines.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link on our website at www.cqc.org.uk

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.

At our last inspection, undertaken on 14 April 2016, the practice was rated as requires improvement for providing safe services, as there were areas where it needed to make improvements. Previously we found:-

- Risks to patients were assessed and well managed with the exception of the action taken after the recording of fridge temperatures outside of the required range.

At this inspection, we found:-

- The provider had reviewed the cold chain policy and all staff had been re-trained on the procedure. A new thermometer had been installed in the vaccine fridge. Staff were routinely recording the daily temperatures including the maximum and minimum temperatures reached. Staff were aware of what to do if the fridge temperature was out of the required range for the storage of vaccines.

Good



Dr Terence Johnson

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Why we carried out this inspection

We carried out a comprehensive inspection of this service under Section 60 of the Health and Social Care Act 2008 on

14 April 2016 as part of our regulatory functions. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014

Breaches of legal requirements were found. As a result, we undertook a focused inspection on 4 August 2016 to follow up on whether action had been taken to deal with the breaches.

Are services safe?

Our findings

Overview of safety systems and processes

At our previous inspection, we found that records for the recording of the fridge temperature showed that the temperature was above the required range for the safe storage of vaccines. The vaccine fridge had a recorded maximum temperature of 10.4°C since 19 October 2015 (the recommended temperature range is between 2°C and 8°C). We spoke with staff regarding this who told us that they had been unable to reset the recording of the maximum fridge temperature after this date. Therefore, the fridge had not been showing the actual maximum temperature reached and staff would have been unaware if vaccines had been compromised. This had not been brought to the attention of the practice manager during this time. On the day of the inspection the fridge temperature was able to be reset.

At this inspection, we found that the practice had updated their cold chain policy and ensured that all staff were aware of the procedure. The practice had installed a second fridge thermometer, which was being used as a second temperature check. Staff had been re-trained on how to re-set the thermometers and the importance of the temperatures remaining within the minimum and maximum temperature ranges. All staff had received re-training in maintaining the cold chain and this was included in the induction training for new staff. Staff were aware that any temperature recorded above or below the recommended range needed to be reported and the appropriate action taken. The practice nurse conducted monthly audits of the fridge temperatures to ensure temperatures were being recorded and any recorded outside of the recommended temperature range was being actioned appropriately. Staff we spoke with understood the procedure and the importance of maintaining the cold chain.