

Bryant Street Medical Centre – Surgery C

Quality Report

Bryant Street Medical Centre
29 Bryant Street Chatham Kent ME4 5QS
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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 Bryant Street Medical Centre - Surgery C on 2 September 2015. Breaches of the legal requirements were found. Following the comprehensive inspection, the practice wrote to us to tell us what they would do to meet the legal requirements in relation to the breaches.

We undertook this focussed inspection on 1 June 2016, to check that the practice had followed their plan and to

confirm that they now met the legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Bryant Street Medical Centre - Surgery C 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?

At our previous comprehensive inspection on 2 September 2015 the practice had been rated as requires improvement for providing safe services.

- The practice had been unable to demonstrate they were fully compliant with national guidance on infection control.
- The practice had been unable to demonstrate they had an effective system to monitor and keep blank prescription forms safely in line with national guidance.
- Inventories of medicines and vaccines held were not maintained and stock levels, as well as expiry dates, were not routinely audited.
- Not all medicines that we checked were within their expiry date and some vaccines were not stored in line with current national guidance.
- Written guidance was not available for staff to follow on the management and storage of vaccines at the practice.
- Not all staff were up to date with mandatory training such as safeguarding and basic life support.
- The practice had been unable to demonstrate they were able to respond to a medical emergency in line with national guidance.

At our focussed follow-up inspection on 1 June 2016, the practice provided records and information to demonstrate that the requirements had been met.

- The practice had revised infection control systems and was able to demonstrate they were now fully compliant with national guidance on infection control.
- The practice was able to demonstrate they had revised their systems and were handling and storing blank prescription forms safely in line with national guidance.
- The practice had inventories of medicines and vaccines held and also carried out audits of their stock levels and expiry dates.
- Medicines that we checked during this inspection were within their expiry date and vaccines were stored in line with current national guidance.
- The practice had introduced written guidance for staff to follow on the management and storage of vaccines.
- Records showed that all staff were up to date with mandatory training such as safeguarding and basic life support.

Good



Summary of findings

- The practice had updated emergency equipment and emergency medicines and was able to demonstrate they were now able to respond to a medical emergency in line with national guidance.

Bryant Street Medical Centre – Surgery C

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Background to Bryant Street Medical Centre - Surgery C

Bryant Street Medical Centre - Surgery C is situated in Chatham, Kent and has a registered patient population of approximately 7,000.

The practice staff consists of three GP partners (all male), one practice manager, one practice nurse (female) as well as administration and reception staff. The practice also directly employs two locum GPs (both female). There is a reception and a waiting area on the ground floor. All patient areas are accessible to patients with mobility issues as well as parents with children and babies.

The practice is not a teaching or training practice (teaching practices take medical students and training practices have GP trainees and Foundation Year Two junior doctors).

The practice has a general medical services (GMS) contract with NHS England for delivering primary care services to local communities.

Primary medical services are provided Monday to Friday between the hours of 8.30am to 6.30pm. Extended hours surgeries are offered Monday and Thursday 6.30pm to 8pm. Primary medical services are available to patients registered at Bryant Street Medical Centre - Surgery C via an

appointments system. There are a range of clinics for all age groups as well as the availability of specialist nursing treatment and support. There are arrangements with other providers (Medway On Call Care) to deliver services to patients outside of Bryant Street Medical Centre - Surgery C's working hours.

Services are provided from Bryant Street Medical Centre, 29 Bryant Street, Chatham, Kent, ME4 5QS, only.

Why we carried out this inspection

We undertook an announced focused inspection of Bryant Street Medical Centre - Surgery C on 1 June 2016. This inspection was carried out to check that improvements had been made to meet the legal requirements planned by the practice, following our comprehensive inspection on 2 September 2015.

We inspected this practice against one of the five questions we ask about services; is the service safe. This is because the service was not meeting some of the legal requirements in relation to this question.

How we carried out this inspection

Before visiting, we reviewed information sent to us by the practice that told us how the breaches identified during the comprehensive inspection had been addressed. During our visit we spoke with the practice manager and reviewed information, documents and records kept at the practice.

Are services safe?

Our findings

Overview of safety systems and processes

Records showed that all staff were now up to date with safeguarding training.

Medicines management

Staff told us the practice had revised their system to monitor blank prescriptions and records confirmed this. Blank prescription forms were stored securely and the practice now kept records of their serial numbers.

Staff told us that inventories of medicines and vaccines held were now being maintained and regular stock checks as well as audits of expiry dates were taking place. Records confirmed this. All medicines that we checked were within their expiry date and fit for use.

Vaccines were stored within refrigerators in line with current national guidance and the practice had introduced written guidance for staff to follow on the management and storage of vaccines.

Cleanliness and infection control

Staff told us the practice was now carrying out audits of domestic cleaning. Records confirmed this and demonstrated action plans were made when audits identified any issues.

The practice had removed cloth covered chairs in all clinical rooms and replaced them with chairs covered in materials that were easy to clean.

Records showed that all clinical staff were now up to date with infection control training.

The practice had carried out an infection control risk audit and an action plan had been developed to address issues identified by the audit.

Staffing and recruitment

The practice had revised their system of recruitment and updated relevant policies to help ensure all relevant checks were undertaken prior to employment of staff. For example, the recruitment qualification checking policy.

Records showed that the practice had applied for Disclosure and Barring Service (DBS) clearance (a criminal records check) and carried out an assessment of the potential risks involved of using staff before the arrival of the DBS clearance.

Monitoring safety and responding to risk

Health and safety information was now displayed in an area where it was available for all staff to see.

Arrangements to deal with emergencies and major incidents

Records showed that all staff were now up to date with basic life support training.

The practice had revised emergency equipment and emergency medicines. Medical oxygen and an automated external defibrillator (AED) were now available for staff to use in the practice. The practice was therefore able to demonstrate they could respond to a medical emergency in line with national guidelines, before the arrival of an ambulance.