

# Purbeck Health Centre

## 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

## Contents

### Summary of this inspection

Overall summary	Page 2
The five questions we ask and what we found	4
The six population groups and what we found	5

### Detailed findings from this inspection

Our inspection team	7
Background to Purbeck Health Centre	7
Why we carried out this inspection	7
How we carried out this inspection	7
Detailed findings	9

## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Purbeck Health Centre on 18 February 2015. The overall rating for the practice was good, however a breach of legal requirements was found. After the comprehensive inspection, the practice wrote to us and submitted an action plan outlining the actions they would take to meet legal requirements in relation to;

- Regulation 17 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 – good governance.

From the inspection on 18 February 2016, the practice were told they must:

- Implement a risk management process that enables the practice to anticipate, identify, assess and mitigate risks to the provision of its services arising from incidents or events, including health and safety risks, fire, risks from water-borne infections and loss of all or parts of its service.

In addition, the practice were told they should:

- Complete the infection control assessment that was recently commenced and take action to address any

shortfalls, including the assessment of risk of water-borne infections. Ensure that the assessment is reviewed in line with Department of Health guidance to assess whether any actions have been effective.

- Update the information available to patients about making a complaint.

The full comprehensive report on the February 2015 inspection can be found by selecting the 'all reports' link for Purbeck Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was a desk-based focused review carried out on 30 January 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulations that we identified in our previous inspection on 18 February 2015. This report covers our findings in relation to those requirements and improvements made since our last inspection.

Overall the practice is rated as good.

Our key findings were as follows:

- Systems had been improved to ensure that risks associated with health and safety, fire, infection control, water-borne infections and loss of all or parts of its service were adequately managed.

# Summary of findings

- Up to date information was available for patients about making a complaint.

**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 on 18 February 2015, we identified a breach of legal requirement.

Improvements were needed to some processes and procedures to ensure the practice provided safe services, in particular the practice did not have a risk management process that enabled the practice to anticipate, identify, assess and mitigate risks to the provision of its services arising from incidents or events, including health and safety risks, fire, risks from water-borne infections and loss of all or parts of its service.

During our desk based focused review on 30 January 2017 we found the practice had taken action to improve and the practice is now rated as good for providing safe services.

- Systems had been improved to ensure that risks associated with health and safety, fire, infection control, water-borne infections and loss of all or parts of its service were adequately managed.

**Good**



# Summary of findings

## The six population groups and what we found

We always inspect the quality of care for these six population groups.

### Older people

Following our comprehensive inspection on 18 February 2015 we rated the practice as good for the population group of older people. We did not review any evidence during our desk based review to alter this rating.

Good



### People with long term conditions

Following our comprehensive inspection on 18 February 2015 we rated the practice as good for the population group of people with long-term conditions. We did not review any evidence during our desk based review to alter this rating.

Good



### Families, children and young people

Following our comprehensive inspection on 18 February 2015 we rated the practice as good for the population group of families, children and young people. We did not review any evidence during our desk based review to alter this rating.

Good



### Working age people (including those recently retired and students)

Following our comprehensive inspection on 18 February 2015 we rated the practice as good for the population group of working age people (including those recently retired and students). We did not review any evidence during our desk based review to alter this rating.

Good



### People whose circumstances may make them vulnerable

Following our comprehensive inspection on 18 February 2015 we rated the practice as good for the population group of people whose circumstances may make them vulnerable. We did not review any evidence during our desk based review to alter this rating.

Good



### People experiencing poor mental health (including people with dementia)

Following our comprehensive inspection on 18 February 2015 we rated the practice as good for the population group of people experiencing poor mental health (including people with dementia). We did not review any evidence during our desk based review to alter this rating.

Good



## Summary of findings

# Purbeck Health Centre

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

The focused desk based review was undertaken by a CQC Inspector.

## Background to Purbeck Health Centre

Purbeck Health Centre is a community general practice that provides primary medical care for just over 6,800 patients who live in a moderately populated area in the town of Milton Keynes.

According to Public Health England, the patient population has a slightly higher than average

percentage of patients aged under 39 years as compared with the rest of England. There is a less than average percentage of patients aged over 65. The practice is in an area considered to be between the lower 40% and 50% more economically deprived areas in England.

Purbeck Health Centre has three GPs, two of whom are male and partners in the practice; one female GP is a locum GP who works exclusively at this practice. There are three practice nurses who are advanced practitioners and who can prescribe medicines, and two healthcare assistants.

The nursing team run a variety of long term condition clinics and also a minor illness service. The health visiting team and school nurse team are also based in the same building and the community midwife team run occasional clinics from the practice. There is a practice manager and a team of non-clinical, administrative and reception staff who share a range of roles, some of whom are employed on flexible working arrangements.

The practice provides a range of clinics and services, which are detailed in this report, and operates generally between the hours of 8.30am and 6.30pm, Monday to Friday. Outside of these hours, primary medical services are accessed through the NHS 111 service.

## Why we carried out this inspection

We undertook a comprehensive inspection of Purbeck Health Centre on 18 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. The full comprehensive report following the inspection on Month Year can be found by selecting the 'all reports' link for Purbeck Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up desk based review of Purbeck Health Centre on 30 January 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 desk-based focused review of Purbeck Health Centre on 30 January 2017. This involved reviewing information to evidence that:

- A risk management process had been successfully developed to ensure the practice had identified, assessed and mitigated risks to the provision of its services arising from incidents or events, including health and safety risks, fire, risks from water-borne infections and loss of all or parts of its service.

## Detailed findings

- Risks associated with infection control were adequately managed.
- Up to date information was available to patients about making a complaint.

# Are services safe?

## Our findings

At our previous inspection on 18 February 2015, we rated the practice as requires improvement for providing safe services as the practice did not have a risk management process that enabled the practice to anticipate, identify, assess and mitigate risks to the provision of its services arising from incidents or events, including health and safety risks, fire, risks from water-borne infections and loss of all or parts of its service.

These arrangements had significantly improved when we undertook a desk based focused review on 30 January 2017. The practice is now rated as good for providing safe services.

### Overview of safety systems and process

- There was an infection control protocol in place and annual infection control audits were undertaken and we saw evidence that action was taken to address any improvements identified as a result. For example, we saw that waste bins were replaced following an audit to ensure they adhered to best practice guidance.

### Monitoring risks to patients

- There were procedures in place for monitoring and managing risks to patient and staff safety. There was a

health and safety policy available with a poster which identified local health and safety representatives. The practice had up to date fire risk assessments and carried out regular fire drills. All electrical equipment was checked to ensure the equipment was safe to use and clinical equipment was checked to ensure it was working properly. The practice building was owned and managed by another organisation; however we saw that the practice took action to ensure they were satisfied with the safety of the premises. For example, we saw that they accessed a variety of risk assessments to monitor safety of the premises such as control of substances hazardous to health and infection control and legionella (Legionella is a term for a particular bacterium which can contaminate water systems in buildings).

### Arrangements to deal with emergencies and major incidents

- The practice had a comprehensive business continuity plan in place for major incidents such as power failure or building damage. We saw that the practice had introduced a buddy system with another local practice to ensure minimal disruption to service provision. The plan included emergency contact numbers for staff and details for contractors and stakeholders.