

Twin Oaks Medical Centre

Quality Report

Ringwood Road
Bransgore
Christchurch
Dorset
BH23 8AD

Tel: 01425 672741

Website: www.twinoaksmedicalcentre.co.uk

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Date of inspection visit: 26/07/2016

Date of publication: 15/08/2016

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 a desk top review of Twin Oaks Medical Centre on 26 July 2016. This review was performed to check on the progress of actions taken following an inspection we made on 4 November 2014. Following that inspection the provider sent us an action plan which detailed the steps they would take to meet the breaches in regulation. At this review we found the provider had made the necessary changes.

This report covers our findings in relation to the requirements and should be read in conjunction with the report published on 15 March 2015. This can be done by selecting the 'all reports' link for Twin Oaks Medical Centre on our website at www.cqc.org.uk

Our key findings at this inspection were as follows:

- The practice had improved health and safety for patients by implementing a system of checks to reduce the risk of legionella.
- The practice had improved health and safety for patients by the completion of a risk assessment for the disposal of any clinical waste generated in consultation rooms.
- All staff had received training in infection control.

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 previous inspection in November 2014 we rated the practice as requires improvement for providing safe services. We found that although risks to patients who used services were assessed, the systems and processes to address these risks were not implemented well enough to ensure patients were kept safe. Areas of concern included, appropriate management of legionella, infection control and risks associated with disposal of clinical waste.

At our follow-up review on 26 July 2016 we looked at areas the practice needed to respond to. Records and information reviewed demonstrated improvements had been made. We found a systematic programme of testing for legionella was being performed by appropriately trained staff and a policy and risk assessment was also in place.

Infection control was managed well with the all staff having had training in April 2016, following this a hand washing audit and subsequent hand washing training was also carried out in May 2016. An infection control audit was completed in April 2016. We saw documentation which showed that actions had been taken as a result of this audit. For example wall mounted hand gel dispensers had been purchased for each hand wash basin.

A risk assessment was in place for the safe disposal of clinical waste.

Good



Twin Oaks Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection was undertaken by a CQC Inspector

Background to Twin Oaks Medical Centre

Twin Oaks Medical Centre is located on Ringwood Road in the centre of the village of Bransgore, near Christchurch, Dorset. The practice is on the border of the counties of Hampshire and Dorset and is part of the West Hampshire Clinical Commissioning Group (CCG). The practice operates from purpose built premises which are owned by the GP partners. The practice building has four consulting rooms, and a treatment room. There is space for allied clinical services, such as a midwife and health visitor, to use the consulting rooms. Other health care professionals operate from the premises and share waiting room facilities.

Twin Oaks Medical Centre has a branch surgery called Park View situated in Esdaile Lane, Burley, near Christchurch. A neighbouring village approximately four miles away. The branch surgery also has a dispensary authorised to dispense medicines to patients in the Burley area. We did not inspect the service offered from the Park View branch surgery.

The practice does not provide an Out of Hours service for their patients. Outside normal surgery hours patients are able to access urgent care from an alternative Out of Hours provider via the 111 service.

The practice provides a range of primary medical services to approximately 4,200 patients. Patients are supported by two male and one female GP partners and a female

salaried GP. Further support is provided by a practice manager, a practice nurse, an assistant practitioner (a health care assistant who had completed additional training to enable them to provide extended healthcare duties), a dispenser and administrative and reception staff.

Twin Oaks Medical Centre has a General Medical Services (GMS) contract. The GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities.

West Hampshire CCG covers a significantly less deprived area than the average for England. Twin Oaks Medical Centre covers a diverse area with some of the least deprived population and some of the areas of highest deprivation in the New Forest.

We inspected the practice in November 2014 and found improvements were needed in the overview of safety systems and processes. The provider sent us an action plan which detailed the steps they would take to meet the breaches in regulation. At this inspection we found the provider had made the required changes.

Why we carried out this inspection

We carried out this desk top follow up inspection at Twin Oaks Medical Centre on 26 July 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, and to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

Detailed findings

We carried out this focussed review of Twin Oaks Medical Centre on 26 July 2016. We did not visit the practice on this occasion; instead we reviewed documentation sent to us by the practice to check on the progress of actions taken following an inspection we made on 4 November 2014.

We inspected the practice, in part, against one of the five questions we ask about services, is the service safe. This is

because the service had previously not met some regulatory requirements. At our previous inspection in November 2014 the effective, caring, responsive and well led domains were rated as good. Therefore, these domains were not re inspected at this inspection. As all five domains were not inspected we were not able to rate the population groups at this visit.

Are services safe?

Our findings

Overview of safety systems and processes

At our last inspection in November 2014 we found a clean and well maintained building. However improvements were needed to the systems and processes in relation to infection control. The auditing of infection control had not taken place since 2012, and the lead member of staff for infection control had not received training for their role.

At our review of 26 July 2016 we found that infection control was managed well with the all staff having had training in April 2016. Following this a hand washing audit and subsequent hand washing training was also carried out in May 2016. An infection control audit was completed

in April 2016. We saw documentation which showed that actions had been taken as a result of this audit. For example, wall mounted hand gel dispensers had been purchased for each hand wash basin.

Clinical waste was managed effectively with a risk assessment in place to ensure its safe disposal.

Monitoring risks to patients

During the last inspection in November 2014, we found that the practice had not carried out legionella risk assessment. (Legionella is a term for a particular bacterium which can contaminate water systems in buildings). At this review in July 2016 we saw that this had been completed and regular checks were in place as a result of the risk assessment.