

Woodroyd Centre - Longfield

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

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 Woodroyd Centre - Longfield on 20 September 2016. Overall the practice was rated as good. However, breaches of legal requirements were found leading to a rating of requires improvement in the key question of Safe. After the inspection the practice wrote to us to say what they would do to meet the legal requirements in relation to the safety of the practice.

We undertook a focussed follow up inspection at Woodroyd Centre - Longfield on 24 January 2017 to check that the practice had met the requirements. This report only covers our findings in relation to those requirements. Overall the practice is now rated as good for providing safe services.

You can read the full comprehensive report which followed the inspection in September 2016 by selecting the 'all reports' link for Woodroyd Centre - Longfield on our website at www.cqc.org.uk.

Our key findings across all the areas we inspected were as follows:

- The practice had addressed the issues identified during the previous inspection.
- Risks to patients were assessed and well managed.
- Staff understood and fulfilled their responsibilities to raise concerns, and to report incidents and near misses. All incidents and significant events had been reported and investigated. For example, the prescribing of drugs was now being carried out according to guidance.
- We saw that systems and processes for medicines management and prescribing were now in place to keep patients safe. We found several examples where essential medicines had been prescribed in a timely manner. We also saw that medicines had been prescribed to recommended levels.
- The practice had developed safe and effective systems in place to support the monitoring of prescribing patterns and the issuing of repeat prescriptions.

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.

This inspection was conducted to review issues that were found at the comprehensive inspection carried out on 20 September 2016. At the previous inspection the key question of safe was rated as requires improvement. This was because the management of medicines within the practice at that time was not always safe. The practice did not have safe and effective systems in place to support the monitoring of prescribing patterns and the issuing of repeat prescriptions.

At our inspection on 24 January 2017, we found that:

- Systems and processes had been introduced that kept people safe.
- Staff understood and fulfilled their responsibilities to raise concerns, and to report incidents and near misses. All incidents were reported and investigated.
- We saw that systems and processes for medicines management and prescribing were now in place to keep patients safe. We found several examples where essential medicines had been prescribed in a timely manner. We also found examples where medicines had been prescribed within recommended according to guidance.
- The practice had safe and effective systems in place to support the monitoring of prescribing patterns and the issuing of repeat prescriptions.

Good



Summary of findings

What people who use the service say

We did not speak with patients during this focussed follow-up inspection and we did not review the population groups.

Woodroyd Centre - Longfield

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector and a GP specialist advisor.

Background to Woodroyd Centre - Longfield

Woodroyd Centre - Longfield is registered with the Care Quality Commission (CQC) and is a member of the NHS Bradford District Clinical Commissioning Group (CCG). General Medical Services (GMS) are provided under a contract with NHS England. They offer a range of enhanced services, which include:

- extended hours access
- improving patient online access
- delivering childhood and influenza vaccinations
- facilitating timely diagnosis and support for people with dementia
- identification of patients with a learning disability
- identification and follow up of patients who had an unplanned hospital admission, reviewing and coordinating their care needs

The practice is located at:

Woodroyd Road

West Bowling

Bradford

BD5 8EL

The building is situated next to a pharmacy with a dedicated car park and some on street parking. There is a reception area with a patient waiting area. There was disabled access.

The practice currently has a patient list size of 4,500 which is predominantly white British. The practice catchment area is classed as being within one of the lesser deprived areas in England. The patient demographics deviate from local and national averages in some areas.

The partners consist of two GPs (one female, one male) and a practice manager (female). Other clinical staff include two practice nurses, a pharmacist and a health care assistant (all female). Clinicians are supported by a team of reception, administration and secretarial staff who are managed by a site supervisor.

The practice is open as follows:

Monday, 7am to 8pm

Tuesday to Friday 8am to 6:30pm

When the practice is closed out-of-hours services are provided by Local Care Direct, which can be accessed via the surgery telephone number or by calling the NHS 111 service.

The practice has good working relationships with local health, social and third sector services to support provision of care for its patients. (The third sector includes a very diverse range of organisations including voluntary and community groups.)

The practice supports graduate doctors, who are in their second year of a foundation programme (FY2), to gain experience in general practice. (This is a transition period of practice between being a student and undertaking more specialised training.)

Detailed findings

When we returned for this inspection, we checked and saw that the previously awarded ratings were displayed as required in the premises and on the practice's website.

Why we carried out this inspection

We carried out an announced focussed inspection of Woodroyd Centre - Longfield under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was planned to check that improvements had been made following our comprehensive inspection on 18 May 2016. We inspected the practice against one of the five key questions we ask about services: is this service safe?

How we carried out this inspection

Before visiting Woodroyd Centre - Longfield, we reviewed a range of information we hold about the practice and asked other organisations to share what they knew. We carried out an announced visit on 24 January 2017.

During our visit we:

- Spoke with the practice manager and two GPs.

Are services safe?

Our findings

At our previous inspection on 20 September 2016, we rated the practice as requires improvement for providing safe services.

Previously,

- We saw that systems and processes for medicines management and prescribing were not in place to keep patients safe. We found several examples where essential medicines had not been prescribed in a timely manner. We also found examples where some medicines had been prescribed in excess of recommended levels.
- The management of medicines within the practice was not always safe. The practice needed to have safe and effective systems in place to support the monitoring of prescribing patterns and the issuing of repeat prescriptions.

These arrangements had significantly improved when we undertook a follow up inspection on 24 January 2017. The practice is now rated as good for providing safe services.

Safe track record and learning

There was system in place for reporting and recording significant events and we saw evidence of events that were investigated and discussed with staff.

Overview of safety systems and processes

The practice had clearly defined and embedded systems, processes and practices in place to keep patients safe, which included the Significant Event Analysis (SEA) discussed at weekly meetings.

Medicines management

The systems and processes to ensure the safe prescribing of medicines were now implemented effectively to ensure patients were kept safe.

We saw evidence that a patient requiring an essential regular medicine had been supplied with the necessary prescription. We also saw evidence that a patient had been prescribed a regular medicine in quantities within the recommended levels. During the inspection we were informed that the CCG were supporting the practice with regard to medicines safety.

The practice now followed instructions for medication changes from hospital consultants in a safe manner.

During the inspection we checked several anonymised patients' records at random and found that they had been prescribed the correct dose of medication. We saw that repeat prescriptions were issued in the correct manner and that regular reviews had been undertaken. This reduced the risk to those patients as their prescribed medicines had been reviewed.

Since the last inspection the practice had employed a pharmacist who assisted in the identification of patients on certain medication so that overdue reviews could be carried out as a priority. There was now a dedicated session run by the nurse who was specifically helping the practice improve their medication prescribing. For example, assisting the practice reduce their benzodiazepine (Sleeping pills and minor tranquillisers) prescribing.

Monitoring risks to patients

Risks to patients who used services were assessed, and the systems and processes to address these risks were implemented well to ensure patients were always kept safe.