

Cornerways Surgery

Quality Report

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Worthing
West Sussex
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Date of inspection visit: 25 May 2017
Date of publication: 21/06/2017

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

When we visited Cornerways Surgery on 12 April 2016 to carry out a comprehensive inspection we rated them as good overall. However, we found the practice required improvement for the provision of safe services and said they must:

- Ensure the practice is able to immediately respond to the needs of a person who becomes seriously ill by installing a defibrillator and oxygen on-site.
- Ensure all staff have received either a disclosure and barring service check (DBS) or an associated risk assessment. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable.)
- Put arrangements in place for the safe management of medicines.

We also said they should;

- Ensure all staff have received up to date training in key areas, including information governance.

This inspection was an announced focused inspection carried out on 25 May 2017 to confirm that the practice

had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified at our previous inspection. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection. This report should be read in conjunction with the full report of our inspection on 12 April 2016, which can be found on our website at www.cqc.org.uk.

The practice is now rated as good for the provision of safe services. Overall the practice rating remains as good.

Our key findings were as follows:

- Arrangements were in place to ensure the safe management of high risk medicines.
- The practice had a defibrillator available on the premises and an oxygen concentrator with adult and children's masks. (An oxygen concentrator is a machine which creates concentrated oxygen from the ambient air.).
- We saw evidence all staff had received up to date training in key areas, including information governance and basic life support.
- We looked at records, including six staff files, which showed all staff had received either a DBS check or an associated risk assessment.

Summary of findings

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?

Good



What we found at our previous inspection

When we visited Cornerways Surgery on 12 April 2016, we found the practice required improvement for the provision of safe services.

What we found at this inspection

We undertook a focused follow up inspection of the service on 25 May 2017 to review the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements. Specifically we found:

- Arrangements were in place to ensure the safe management of high risk medicines.
- The practice had a defibrillator available on the premises and an oxygen concentrator with adult and children's masks.
- We saw evidence all staff have received up to date training in key areas including information governance and basic life support.
- We looked at records including six staff files, which showed all staff had received either a disclosure and barring service check (DBS) or an associated risk assessment.

The practice is now rated as good for the provision of safe services.

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

The provider had resolved the concerns for safety identified at our inspection on 12 April 2016 which applied to everyone using this practice, including this population group. The population group ratings remain as good.

Good



People with long term conditions

The provider had resolved the concerns for safety identified at our inspection on 12 April 2016 which applied to everyone using this practice, including this population group. The population group ratings remain as good.

Good



Families, children and young people

The provider had resolved the concerns for safety identified at our inspection on 12 April 2016 which applied to everyone using this practice, including this population group. The population group ratings remain as good.

Good



Working age people (including those recently retired and students)

The provider had resolved the concerns for safety identified at our inspection on 12 April 2016 which applied to everyone using this practice, including this population group. The population group ratings remain as good.

Good



People whose circumstances may make them vulnerable

The provider had resolved the concerns for safety identified at our inspection on 12 April 2016 which applied to everyone using this practice, including this population group. The population group ratings remain as good.

Good



People experiencing poor mental health (including people with dementia)

The provider had resolved the concerns for safety identified at our inspection on 12 April 2016 which applied to everyone using this practice, including this population group. The population group ratings remain as good.

Good



Cornerways Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

This focussed inspection was undertaken by a CQC inspector.

Background to Cornerways Surgery

Cornerways Surgery is located in Worthing, East Sussex. The practice provides services for approximately 3,901 patients living within the Worthing area. The practice holds a General Medical Services (GMS) contract with NHS England. A GMS contract is one between the practice and NHS England where elements of the contract such as opening times are standard. The practice has a relatively large number of people aged 65 and older compared to the national average. Deprivation amongst children and older people is significantly lower than the local and national averages.

As well as a team of two GP partners (both male), the practice also employs two practice nurses (working as one whole time nurse between them). A practice manager is employed and there is a team of receptionists and administrative clerks.

The practice is open between 8am and 6.30pm on weekdays and appointments are available from 8am to 12pm and from 1pm to 5pm on Mondays, Wednesdays, Thursdays and Fridays and from 8am to 12pm on Tuesdays.

The practice has a reciprocal agreement with another local practice who takes calls and urgent appointments from

Cornerways Surgery patients on Tuesday afternoons. A GP is on call until 6.30pm on weekdays for urgent appointments and there are phone appointments available with GPs throughout the day according to patient need.

The practice operates an urgent need clinic between 8am and 8.30am and 4.15pm and 5pm on weekdays when patients with urgent medical problems can attend without booking an appointment and wait to be seen. Routine appointments are bookable up to two months in advance. Patients are able to book appointments by phone, online or in person.

Patients are provided with information on how to access the duty GP or the out of hours service by calling the practice or by referring to its website.

The practice is registered to provide the regulated activities of diagnostic and screening procedures; treatment of disease, disorder and injury; family planning; and surgical procedures.

The practice provides services from the following sites:

- 145 George V Avenue, Worthing, West Sussex, BN11 5RZ.

Why we carried out this inspection

We undertook a comprehensive inspection of Cornerways Surgery on 12 April 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. Overall the practice was rated as good. The full comprehensive report following the inspection on 12 April 2016 can be found by selecting the 'all reports' link for Cornerways Surgery on our website at www.cqc.org.uk.

Detailed findings

We undertook a follow up focused inspection of Cornerways Surgery on 25 May 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

Before visiting,

- We asked the practice to send us evidence they had carried out the actions set out in the action plan they sent us after our inspection in April 2016.
- We reviewed a range of information we hold about the practice.

- We reviewed a range of evidence sent to us by the practice, such as minutes of meetings and revised policies.

We carried out an announced focused visit on 25 May 2017. During our visit we:

- Spoke with the lead GP and the practice manager.
- Looked at facilities and equipment.
- Looked at information the practice used to deliver care and treatment plans.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Are services safe?

Our findings

What we found at our previous inspection

When we visited Cornerways Surgery on 12 April 2016 to carry out a comprehensive inspection, we found the practice required improvement for the provision of safe services. We said they must:

- Put arrangements in place for the safe management of medicines.
- Ensure all staff have received either a disclosure and barring service check (DBS) or an associated risk assessment.
- Ensure that the practice are able to immediately respond to the needs of a person who becomes seriously ill by installing a defibrillator and oxygen on-site.

We also said they should ensure all staff have received up to date training in key areas including information governance.

What we found at this inspection

We undertook a focused follow up inspection of the service on 25 May 2017 to review the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements. The practice is now rated as good for the provision of safe services.

Overview of safety systems and process

- Arrangements were in place to ensure the safe management of high risk medicines. The practice had introduced a new policy which stated that the GP

partners were individually responsible for ensuring their stock of high risk medicines were appropriately secured in their own GP bags. We looked at the arrangements and found they were secure and in line with legislation.

- On the day of our inspection we found the practice policy on the storage, handling and administration of medicines was unclear in some areas. The practice took immediate steps to clarify the policy and sent us a revised copy later that day.
- We looked at records, including six staff files, which showed all staff had received either a disclosure and barring service check (DBS) or an associated risk assessment. We were told that the one member of staff who had a risk assessment instead of a DBS check, did not undertake chaperone duties.
- We saw evidence all staff have received up to date training in key areas including information governance.

Arrangements to deal with emergencies and major incidents

The practice had arrangements in place to take appropriate action if there was a clinical or medical emergency.

- All staff received annual basic life support training and there were emergency medicines available in the treatment room.
- Emergency medicines were easily accessible to staff in a secure area of the practice and all staff knew of their location. All the medicines we checked were in date and stored securely.
- The practice had a defibrillator available on the premises and an oxygen concentrator with adult and children's masks.