

Drs Meachim, Bushell, Nicholson & Shergill

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	2
The five questions we ask and what we found	4
Areas for improvement	5

Detailed findings from this inspection

Our inspection team	6
Background to Drs Meachim, Bushell, Nicholson & Shergill	6
Why we carried out this inspection	6
How we carried out this inspection	6
Detailed findings	7

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of Drs Meachim, Bushell, Nicholson & Shergill on 14 June 2016. The overall rating for the practice was good. However, the practice was rated as requires improvement for providing safe services. The full comprehensive report for the 14 June 2016 inspection can be found by selecting the 'all reports' link for Drs Meachim, Bushell, Nicholson & Shergill on our website at www.cqc.org.uk.

This inspection was an announced focused review carried out on 25 July 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulation that we identified at our previous inspection on 14 June 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is rated as good.

Our key findings were as follows:

- The provider had taken action to improve staff recruitment records to confirm the suitability of staff employed.

The following improvements to the service had also been made:

- A system had been introduced to document reviews of significant events to demonstrate that actions identified had been implemented.
- Further information on the role and remit of the nurse clinician had been made available so patients could make an informed choice when making appointments.
- The system for identifying staff training requirements had been reviewed.
- Staff had received training updates in adult and child safeguarding.
- The system for the investigation of complaints had been reviewed to ensure that all complaints were fully addressed and the records demonstrated how the complaint was investigated, learning outcomes and action taken.

The areas where the provider should make improvements are:

- Where there is ongoing action being taken to address a complaint this should be fully documented to demonstrate that this is taking place.

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?

The practice is rated as good for providing safe services. The provider had taken action to improve staff recruitment records to confirm the suitability of staff employed.

Good



Summary of findings

Areas for improvement

Action the service **SHOULD** take to improve

- Where there is ongoing action being taken to address a complaint this should be fully documented to demonstrate that this is taking place.

Drs Meachim, Bushell, Nicholson & Shergill

Detailed findings

Our inspection team

Our inspection team was led by:

The inspection was undertaken by a CQC inspector.

Background to Drs Meachim, Bushell, Nicholson & Shergill

Drs Meachim, Bushell, Nicholson & Shergill are responsible for providing primary care services to approximately 12,100 patients. The practice is situated in Garden Lane in Chester. The practice is based in areas with lower levels of economic deprivation when compared to other practices nationally. The practice is close to the University of Chester and has approximately 3,000 students registered with it.

The staff team includes four partner GPs, five salaried GPs, a nurse clinician, four practice nurses, a health care assistant, a phlebotomist, practice manager and administration and reception staff.

The practice is open 8am to 6pm Monday to Friday. An extended hour's service for routine appointments and an out of hour's service are commissioned by West Cheshire CCG and provided by Cheshire and Wirral Partnership NHS Foundation Trust.

The practice has a Personal Medical Services (PMS) contract. The practice offers a range of enhanced services including flu and shingles vaccinations, timely diagnosis of dementia and minor surgery.

Why we carried out this inspection

We undertook a comprehensive inspection of Drs Meachim, Bushell, Nicholson & Shergill on 14 June 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The overall rating for the practice was good. However, the practice was rated as requires improvement for providing safe services. The full comprehensive report on the June 2016 inspection can be found by selecting the 'all reports' link for Drs Meachim, Bushell, Nicholson & Shergill on our website at www.cqc.org.uk.

We undertook an announced focused review of Drs Meachim, Bushell, Nicholson & Shergill on 25 July 2017. This inspection was carried out 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.

How we carried out this inspection

The inspector :-

- Carried out a site visit.
- Spoke with the practice manager and the nurse clinician.
- Reviewed documents.

Are services safe?

Our findings

At our previous inspection on 14 June 2016 we rated the practice as requires improvement for providing safe services. The provider had not ensured there was a record of the required recruitment information to confirm the suitability of staff employed.

When we undertook a follow up inspection on 25 July 2017 we found that improvements had been made to the records of staff recruitment. A system was in place to undertake a Disclosure and Barring Service (DBS) check for all new staff. A sample of records indicated that all clinical staff apart from a phlebotomist now had a DBS check in place. We were provided with evidence that this check had been applied for following the inspection. Evidence of qualifications and identity was now held on staff records to address the shortfalls identified in the last inspection. We looked at the recruitment records for two locum GPs. The records showed that overall the required recruitment information was in place. However, a copy of their indemnity insurance had not been retained and one DBS

check was 10 years old. The provider had applied for a renewed DBS check prior to the inspection and following the inspection we were provided with evidence of indemnity insurance.

In addition the provider had made other improvements:

- A system had been introduced to document reviews of significant events to demonstrate that actions identified had been implemented. The alerts were in place to identify adults who were subject to the deprivation of liberty safeguards (DoLS).
- Further information on the role and remit of the nurse clinician had been made available so patients could make an informed choice when making appointments. The system for identifying staff training requirements had been reviewed. Staff had received training updates in adult and child safeguarding.
- The system for the investigation of complaints had been reviewed to ensure that all aspects of complaints were fully addressed and the records demonstrated how the complaint was investigated, learning outcomes and action taken. We noted that the ongoing action being taken to address one complaint was not documented.