

# The Apples Medical Centre

## Quality Report

East Mill Lane

Sherborne

Dorset

DT9 3DG

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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	3

### Detailed findings from this inspection

Background to The Apples Medical Centre	4
Why we carried out this inspection	4
How we carried out this inspection	4
Detailed findings	6

## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out a focused desktop inspection of The Apples Medical Centre on 2 August 2016 to assess whether the practice had made the improvements in providing safe care and services.

We had previously carried out an announced comprehensive inspection at The Apples Medical Centre on 27 August 2015 when we rated the practice as good overall. The practice was rated as requires improvement for providing safe care. This was because a risk assessment for the control and prevention of Legionella had not been completed.

We asked the provider to send a report of the improvements they would make to comply with the

regulations they were not meeting at that time. The practice is now able to demonstrate that they are meeting the regulations. The practice is now rated as good for providing safe care and the overall rating remains as good.

This report should be read in conjunction with the full inspection report dated 5 November 2016.

Our key finding across the area we inspected was as follows:

- The practice had an assessment to determine the risk from infection from Legionella and had taken action to ensure effective and safe water systems.

### 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.

There were safe and effective systems in place:

For the management of risks including the prevention of infection from Legionella.

**Good**



# The Apples Medical Centre

## Detailed findings

### Background to The Apples Medical Centre

The Apples Medical Centre is located at East Mill Lane, Sherborne, Dorset, DT9 3DG.

The Apples Medical Centre is based near the centre of Sherborne, Dorset, and is part of NHS Dorset Clinical Commissioning Group (CCG). The Apples Medical Centre provides services under a NHS Personal Medical Services contract to approximately 5200 people living in Sherborne and the surrounding villages. The practice population has a higher proportion of older people (more than 65 years of age) compared to the average for England.

The practice has four GPs who together work an equivalent of just under 3.5 full time staff. The practice has one female and three male GPs. The practice also has two practice nurses and two health care assistants all of whom are female. The clinical team are supported by a practice manager and team of eight administration staff who carry out administration, reception and secretarial duties.

The Apples Medical Centre is open Monday to Friday between 8am and 6.30pm. Routine appointments are available daily and urgent appointments are made available on the day of the patient's request. The practice also offers a range of extended hours appointments to patients. Later appointments are available from 6.30pm until 7.10pm on Monday and Tuesday evenings. The practice is also open on Saturday mornings, once a month from 8.30am until 11.10am. The practice also offers on-line services, such as medication requests and booking of appointments, to its patients.

The practice has a dispensary which catered for patients who needed medication, appliances and dressings who lived more than one mile from their nearest pharmacy.

The Apples Medical Centre has opted out of providing out-of-hours services to their own patients and refers them to South Western Ambulance Service NHS Foundation Trust via the NHS 111 service.

We previously inspected The Apples Medical Centre on 27 August 2015. Following this inspection, the practice was given a rating of good. The practice was rated as requires improvement for providing safe care. This was because the practice had not conducted a risk assessment for the prevention and control of Legionella.

A copy of the report detailing our findings can be found at [www.cqc.org.uk/](http://www.cqc.org.uk/)

### Why we carried out this inspection

We carried out an announced inspection at The Apples Medical Centre on 27 August 2015 when we rated the practice as good overall. Specifically, the practice was rated as good for providing responsive services, being well-led, providing effective care for being caring and requires improvement for providing safe care.

As a result of the inspection in August 2015, the provider was found to be in breach of regulations 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The practice had not conducted an assessment to determine the risk from infection from Legionella (Legionella is a bacteria which can grow in central heating and water systems and which can cause lung infections). This meant the practice could not be reassured that the premises were safe for patients and staff.

## Detailed findings

We asked the provider to send a report of the changes they would make to comply with the regulations they were not meeting at that time. We have followed up to make sure that the necessary changes have been made and found the provider is now meeting the regulations included within this report. This report should be read in conjunction with the full inspection report.

### How we carried out this inspection

We have not revisited The Apples Medical Centre as part of this review because they were able to demonstrate that they were meeting the standards without the need for a visit. We carried out a focused review based on the evidence the practice provided to us.

Following the inspection in August 2015, the provider sent us evidence which demonstrates that a risk assessment had been conducted and that water hygiene was maintained within the premises.

# Are services safe?

## Our findings

### Monitoring risks to patients

At our last inspection on 27 August 2015, we found that the practice had not determined the risk of infection from Legionella. Legionella is a bacterium that can live in water or central heating systems and which causes respiratory problems. Under Health and Safety legislation, practices are required to formally assess and act upon any risks associated with Legionella. At our inspection in August 2015, a formal risk assessment had not been conducted by the practice. This meant the practice could not be reassured that patients and staff were protected from the risk of infection from Legionella.

On 23 July 2016 the practice was able to supply evidence to demonstrate they were now complying with the regulation. The practice had employed a specialist contractor to undertake a full assessment of the risk of Legionella on 24

September 2015. A copy of this assessment was submitted to the Care Quality Commission. A copy of the water maintenance logs and records and a protocol for the management of Legionella were also submitted.

The practice had an effective system in place to monitor the risk from Legionella. Following the risk assessment, 11 actions were recommended by the contractor to ensure the risk from infection was minimised. All of these had been conducted, for example, a shower which was not frequently used had been removed by the practice.

We saw evidence that the temperatures of hot and cold water inlets were checked on a monthly basis to ensure they are within safe limits. The practice employed a contractor to service thermostatic valves on a six monthly basis. The water quality was also checked by a specialist contractor every six months to check it was free from Legionella and other organisms