

Adelaide Street Surgery

Quality Report

Adelaide Street Surgery
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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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

This is a focused desk top review of evidence supplied by Adelaide Street Surgery, for one area only, staffing and recruitment, within the key question safe.

We found the practice to be good in providing safe services. Overall, the practice is rated as good.

The practice was inspected on 8 July 2015. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated 'good' overall. However, within the key question safe, staffing and recruitment was identified as 'requires improvement', as the practice was not meeting the legislation at that time; Regulation 19 HSCA (RA) Regulations 2014 Fit and proper persons employed.

At the inspection in July 2015 we found that recruitment procedures were not followed and not all the required pre-employment checks were carried out prior to a new employee commencing work.

The practice supplied an action plan and a range of documents which demonstrated they are now meeting the requirements of Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Fit and proper persons employed.

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.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to staffing and recruitment since the last inspection.

Evidence supplied included a new recruitment checklist tool to monitor that all the required checks had been completed before new staff started work. This included a new-employee checklist, a reference request letter with an accompanying form for the recipient to complete and return to the practice.

The practice provided records for the most recently employed member of staff. This showed that two written references had been requested and received as required.

The information supplied demonstrated that the practice was meeting the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Regulation 19 Fit and proper persons employed.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 8 July 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection 8 July 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services responsive to people's needs?

The practice is rated as good for providing responsive services.

This rating was given following the comprehensive inspection 8 July 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services well-led?

The practice is rated as good for providing well-led services.

Good



Summary of findings

This rating was given following the comprehensive inspection 8 July 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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

Good



The practice is rated as good for the care of older people

This rating was given following the comprehensive inspection on 8 July 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

People with long term conditions

Good



The practice is rated as good for the care of people with long-term conditions.

This rating was given following the comprehensive inspection on 8 July 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Families, children and young people

Good



The practice is rated as good for the care of families, children and young people.

This rating was given following the comprehensive inspection on 8 July 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Working age people (including those recently retired and students)

Good



The practice is rated as good for the care of working age people (including those recently retired and students).

This rating was given following the comprehensive inspection on 8 July 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

People whose circumstances may make them vulnerable

Good



The practice is rated as good for the care of people whose circumstances may make them vulnerable.

This rating was given following the comprehensive inspection on 8 July 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Summary of findings

People experiencing poor mental health (including people with dementia)

Good



The practice is rated as good for the care of people experiencing poor mental health (including people with dementia).

This rating was given following the comprehensive inspection on 8 July 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Summary of findings

What people who use the service say

As part of this focused desk top review we did not speak to any people who use the service.

A comprehensive inspection was undertaken 8 July 2015.

A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Areas for improvement

Adelaide Street Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector reviewed and analysed the documentary evidence submitted.

Background to Adelaide Street Surgery

Adelaide Street Surgery is one of two locations operating under the registered provider 'Adelaide Street Family Practice,' the other location being Harris Medical Centre.

The two locations share a list size of 10,841 patients. Adelaide Street surgery occupies a town centre location, with approximately two thirds of the practice's patient list living in the vicinity. Patients registered with the practice are able to access services at either location. As such, all data included in this report refers to Adelaide Street Family Practice; the data is aggregated across both locations.

The practice is part of the NHS Blackpool Clinical Commissioning Group (CCG). Services are provided under a Personal Medical Services (PMS) Contract.

The premises at Adelaide Street also house a pharmacy which, whilst not run by the practice, is accessed through the surgery's reception. The pharmacy opening hours mirror those of Adelaide Street Surgery.

Staff employed by the practice include three partner GPs (two male and one female) and four salaried GPs (one female and three male). The GPs are supported by a nurse practitioner and four practice nurses, two pharmacists and

three healthcare assistants. Non clinical staff included a practice manager, deputy practice manager, a reception manager, and 18 reception and administration staff. The practice is a training practice.

Information published by Public Health England rates the level of deprivation within the practice population group as one on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The practice caters for a population where a higher proportion of patients were unemployed; 21.4%, compared to the national average of 6.2%.

The practice population contains a higher proportion of patients suffering with a long term condition (69.6%) when compared to the national average (54%).

The practice is open between 8am and 6.30pm on Mondays, Wednesdays and Fridays, and 8am until 8pm on Tuesdays and Thursdays. When the practice is closed, patients are able to access out of hours services offered locally by the provider Fylde Coast Medical Services (FCMS). Out of hours services are available between 6.30pm and 8pm Monday to Thursday, and from 6.30pm on Friday until 8am on Monday morning. Out of hours services are also available during Bank Holidays. Patients are signposted to access services offered by NHS 111 or the local Walk in Centre on Whitegate Drive when the practice is closed.

Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 8 July 2015. This inspection was a planned focused desk top review to check whether the provider had taken the required action and was now meeting the legal requirements and regulations associated with the Health and Social Care Act 2008

Detailed findings

(Regulated Activities) Regulations 2010, now amended by the current legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

How we carried out this inspection

At the last inspection, we found that staff recruitment processes required improvement. Following the inspection

the practice supplied an action plan with timescales telling us how they would ensure they met regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

In line with their agreed timescale the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to staff recruitment.

We reviewed this information and made an assessment of this against the regulations.

Are services safe?

Our findings

Staffing and Recruitment

In line with agreed timescales the practice supplied a range of documentary evidence that demonstrated how they had improved their practices in relation to staffing and recruitment since the last inspection.

Evidence supplied included a new recruitment checklist tool to monitor that all the required checks had been

completed before new staff started work. This included a new-employee checklist, a reference request letter with an accompanying form for the recipient to complete and return to the practice.

The practice provided records for the most recently employed member of staff. This showed that two written references had been requested and received this included one from the applicant's last employer.

The information supplied demonstrated that the practice was meeting the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Regulation 19 Fit and proper persons employed.

Are services effective?

(for example, treatment is effective)

Our findings

Please note this is a focused desk top review of staff recruitment within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

Are services caring?

Our findings

Please note this is a focused desk top review of staff recruitment within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Please note this is a focused desk top review of staff recruitment within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

Our findings

Please note this is a focused desk top review of staff recruitment within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>