Lowmoor Road Surgery

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 Lowmoor Road Surgery on 8 August 2016. The overall rating for the practice was good. The practice was requires improvement for providing safe services. The full comprehensive report on the August 2016 inspection can be found by selecting the 'all reports' link for Lowmoor Road Surgery on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on 7 February 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 in our previous inspection on 8 August 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Our key findings were as follows:

- There were appropriate systems in place to properly assess and mitigate against risks including risks associated with fire and managing emergency situations.
- A risk assessment had been completed with rationale documented for not ensuring a DBS check is in place for non-clinical members of staff.
- Ensure recruitment arrangements include all necessary employment checks for all staff
- Patients' medical records were stored securely, the practice had a keypad lock on the door to were the records were stored.
- The practice had reviewed performance and monitoring of long term conditions and had actions in place to improve
- The practice had updated their registration of the practice to include all regulated activities.

The practice is now rated as good for providing safe services.

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

At the inspection in August 2016 we identified concerns in relation to non clinical incidents reporting. There was a lack of evidence to show cleaning completed and no risk assessment in place for the staff that had not had a DBS checks. Patient records were stored in an area that was not secure. The practice did not have an up to date fire risk assessment and the business continuity plan did not include actions to take or emergency contact numbers for the staff to follow.

At this inspection we found that

- Non clinical incidents were recorded and were then discussed at practice meetings to prevent reoccurrence.
- The practice had contacted the cleaning contracter and had schedules of the cleaning that had been provided. The schedules were signed when the cleaning had been completed.
- The practice had completed a documented risk assessment for non clinical staff that had not had a DBS checks.
- Patient's paper medical records were stored behind reception on shelves. This was now through a door that was closed with a digital keypad so could not be accessed by the public.
- The practice had a fire risk assessment completed and actions identified were been completed.
- The practice had a business continuity plan in place for major incidents such as power failure or building damage and had been updated to show what to do in such situations and who to contact.

Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

People with long term conditions	**Good**

Lowmoor Road Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Why we carried out this inspection

We undertook a desk based reveiw on 7 February 2017. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection in August 2016 had been made. We asked the provider to send a report of the changes they would make to comply with the regulations they were not meeting.

The desk based review of this service was carried out under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection is planned to check whether the provider has made the necessary improvements and is meeting the legal requirements in relation to the regulations associated with the Health and Social Care Act 2008.

We have followed up to make sure the necessary changes have been made and found the provider is now meeting the regulations associated with the Health and Social Care Act 2008 included within this report.

This report should be read in conjunction with the full inspection report.

We inspected the practice against one of the five key questions we ask about services:

- Is the service safe?

How we carried out this inspection

We carried out a desk-based focused inspection of Lowmoor Road Surgery on 7 February 2017. This involved reviewing evidence that:

- Risk assessments had been completed.
- Reviewing minutes of meetings with significant events discussed.
- A lock had been fitted on the door to were the patient records were stored.
- Policies and procedures had been updated.

Good

Are services safe?

Our findings

At our previous inspection on 8 August 2016 we rated the practice as requires improvement for providing safe services as there were concerns relating to a lack of evidence to show cleaning completed and no risk assessment in place for the staff that had not had a DBS checks. Patient records were stored in an area that was not secure. The practice did not have an up to date fire risk assessment and the business continuity plan did not include actions to take or emergency contact numbers for the staff to follow.

These arrangements had significantly improved when we undertook a desk based review on 7 February 2017. The practice is now rated as good for providing safe services.

Safe track record and learning

There was an effective system in place for reporting and recording significant events.

- The practice had implemented a process that included all significant events, including those that were non clinical. The practice forwarded a sample of the incidents reported and minutes of the meeting were these were discussed with all staff in the practice.
- The meeting included sharing the lessons learned and actions taken to prevent reoccurrence.

Overview of safety systems and processes

- The practice had contacted the contract cleaning company and now had schedules with daily and weekly tasks that the cleaners completed. These were signed when completed by the cleaner and were stored in the practice to show what had been completed and when. We reviewed a sample of these schedules.
- The practice had not completed risk assessments for non clinical staff that did not have a DBS check as the staff had no direct contact with patients and were not on their own with patients. We saw evidence of the risk assessment.
- Patient's paper medical records were stored behind reception on shelves. This was now through a door that was closed with a digital keypad so could not be accessed by the public. We saw a photograph that showed this had been fitted.

Monitoring risks to patients

- The practice had a fire risk assessment completed and actions identified were been completed.

Arrangements to deal with emergencies and major incidents

- The practice had a business continuity plan in place for major incidents such as power failure or building damage and had been updated to show what to do in such situations and who to contact.