

# Crabbs Cross 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

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

We carried out a focused desk based inspection of Crabbs Cross Surgery on 7 February 2017 to check that action had been taken since our previous inspection on 25 November 2015. At the inspection in November 2015, the practice was rated as good overall but rated as requires improvement for the safe domain.

We found that the practice required improvement in the safe domain due to a breach of regulation relating to safe care and treatment. This was because:

- The practice had not undertaken a Legionella risk assessment, therefore the risk to patients and staff of infection by the Legionella bacteria had not been established.

On 7 February 2017 we reviewed the information the practice submitted to us to ensure that they had followed

their action plan and to confirm that they now met legal requirements. This report covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection of Crabbs Cross Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Our key findings for this inspection were as follows:

The provider had made improvements:

- They had commissioned the services of an external contractor to carry out Legionella testing, and implemented the actions recommended from the assessment.

The practice is now rated good for 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?**

The practice is rated as good for providing safe services.

- The practice had commissioned the services of a specialist company to carry out Legionella testing and a report had been produced with recommendations for the frequency of water testing. The practice had established a log of weekly and monthly monitoring of water flow and temperature and provided evidence to demonstrate recording of this.

**Good**



# Crabbs Cross Surgery

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

The desk based follow up review was carried out by a CQC Inspector.

## Background to Crabbs Cross Surgery

Crabbs Cross Surgery is based in Redditch. The practice offers a wide range of services to their patients such as child health surveillance, women's health and family planning as well as asthma, diabetes and health promotion. The current practice list size is 4500 patients. The practice has two GP partners (one male and one female) who employ a male and female GP for regular sessions. The practice has two practice nurses, a healthcare assistant and a phlebotomist (someone who takes blood). The clinical team are supported by a practice manager and a team of reception staff. The practice has a General Medical Services (GMS) contract with NHS England. A GMS contract ensures practices provide essential services for people who are sick as well as, for example, chronic disease management and end of life care.

The practice is open between 8.30am and 6pm Mondays to Fridays. Appointments are from 8.30am to 1pm every morning and 3pm to 6pm every afternoon. The practice offers extended hours on Monday evenings until 7.30pm and appointments on Saturdays from 8.30 to 9.30am.

## Why we carried out this inspection

We undertook a comprehensive inspection of Crabbs Cross Surgery on 25 November 2015 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good, with requires improvement for the safe domain. The full comprehensive report following the inspection in November 2015 can be found by selecting the 'all reports' link for Crabbs Cross Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a focused desk based follow up inspection of Crabbs Cross Surgery on 7 February 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

During our inspection we:

Reviewed information provided by the practice to demonstrate actions taken.

# Are services safe?

## Our findings

At our previous inspection on 25 November 2015 we rated the practice as requires improvement for providing safe services. The practice had not carried out a Legionella risk assessment.

When we reviewed this on 7 February 2017 we saw that the practice had taken the appropriate actions to manage the risks.

### Overview of safety systems and process

At the previous inspection we found that:

The risk of Legionella infection to patients and staff had not been assessed.

The follow up inspection showed that improvements had been made:

- The practice had commissioned a specialist contractor to carry out Legionella testing and had received a comprehensive report. They had subsequently implemented the recommendations of the report. For example, they had introduced a weekly log which recorded that the water outlets had been flushed and the practice provided evidence of this. The practice had also introduced monthly checking system which recorded the water temperatures and we saw these had been maintained within the recommended levels.

The contractor had revisited the practice and carried out a six monthly review, provided documentary evidence that this had been completed and was satisfactory. We noted that a further review was to be carried out in February 2017.