

Victoria Way 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 desktop inspection of Victoria Way Surgery on 27 July 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 Victoria Way Surgery on 3 February 2016 when we rated the practice as good overall. The practice was rated as requires improvement for providing safe care. This was because some non-clinical staff who undertook chaperone duties had not received a Disclosure and Barring Service check (DBS). (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable). The chaperone policy was re-written to assert that only clinicians who held a current DBS check would perform chaperone duties. We asked the provider to monitor, that the changes made to their chaperone policy were sustainable and that staff who performed this role would be DBS checked.

The provider was also asked to improve the access for patients to named GP to improve continuity of care.

We asked the provider to send a report of the changes they have made. The practice was able to demonstrate that they were meeting the standards. In addition patient access to named GP had improved as reflected in the July 2016 patient survey. We were told that the provider continued to trial different ways of working to improve continuity of care for their patients. The practice is now rated as good for providing safe care. The overall rating remains good.

This report should be read in conjunction with the full inspection report dated 31 May 2016.

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

The practice had clearly defined and embedded systems, processes and practices in place to keep patients safe and safeguarded from abuse. Patients were not disadvantaged by the changes to the chaperone policy and this was to be closely monitored to assure sustainability.

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 had clearly defined and embedded systems, processes and practices in place to keep patients safe and safeguarded from abuse.

Patients were not disadvantaged by the changes to the chaperone policy and this was to be closely monitored to assure sustainability

Good



Victoria Way Surgery

Detailed findings

Background to Victoria Way Surgery

Victoria Way Surgery provides Personal Medical Services to their practice population. They are also contracted to provide other enhanced services for example: services for violent patients and minor surgery. Victoria Way Surgery is part of one large York practice (Priory Medical Group) who has nine locations. All patients can be seen at any of the locations; however, most attend one for continuity of their care. The total practice population is currently 55,920. The practice population lives mainly in a less deprived area than average for England.

This is a teaching practice for medical students who are studying at Hull & York Medical School (HYMS). It is also a training practice for qualified doctors wishing to qualify as GPs.

At this location there are four GPs, the Practice Management is from a central location. There are Advanced Nurse Practitioners, Practice Nurses and Health Care Assistants (HCAs). They are supported by, secretaries, administration and reception teams.

Victoria Way Surgery is open from 8.30am-6pm Monday-Friday. There is extended opening and Saturday morning appointments at other surgeries within the group. Priory Medical Centre appointments available Monday to Thursday from 6.30pm until 8pm and on Saturday morning from 8.30am -11.15am by appointment. Also within the group, Heworth Green Surgery has extended hours Monday-Thursday from 6.30pm until 8pm by appointment.

The practice website and leaflet offers information for patients when the surgery is closed. They are directed to the Out of Hours Service provided by Northern Doctors Urgent Care.

We previously inspected Victoria Way Surgery on 3 February 2016. 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 some non-clinical staff who undertook chaperone duties had not received a Disclosure and Barring Service check (DBS). (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable).

A copy of the report detailing our findings can be found at www.cqc.org.uk/

Why we carried out this inspection

We carried out an announced comprehensive inspection of Victoria Way Surgery on 3 February 2016 when we rated the practice as good overall. Specifically the surgery was rated as good for being well led, providing effective care, for being caring and outstanding for responsiveness and required improvement for safe care.

We asked the provider to send a report detailing the impact to patients of the changes they had made to the provision of chaperones within the practice. The practice was able to demonstrate that they were meeting the standards. In addition patient access to named GP had improved as reflected in the July 2016 patient survey.

This report should be read in conjunction with the full inspection report dated 31 May 2016.

Detailed findings

How we carried out this inspection

We have not revisited Victoria Way Surgery 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 February 2016, the provider sent us evidence which demonstrated how they monitored the impact on patients as a result of the changes to the chaperone policy.

Are services safe?

Our findings

Overview of safety systems and processes

At our last inspection on 3 February 2016, we found that all chaperones had been trained for this role however, some non clinical staff had not received a Disclosure and Barring Service check (DBS check). (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable).

The chaperone policy was re-written to assert that only clinicians who held a current DBS check would perform chaperone duties.

On the 20 July 2016, the practice was able to provide evidence which supported the sustainability of provision of suitably DBS checked chaperones. Patients were not disadvantaged by the changes to the chaperone policy and the changes remained closely monitored to assure sustainability. The practice had clearly defined and embedded systems, processes and practices in place to keep patients safe and safeguarded from abuse.