

# Bentham Medical Practice

## Quality Report

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Lancaster,  
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Date of inspection visit: 16 May 2017

Date of publication: 14/06/2017

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 an announced comprehensive inspection at Bentham Medical Practice on 7 June 2016. The overall rating for the practice was good, although the practice was rated as requires improvement for safety. The full comprehensive report on the June 2016 inspection can be found by selecting the 'all reports' link for Bentham Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced focused inspection carried out on 16 May 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulation that we identified in our previous inspection on 7 June 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

The practice is now rated as good for safe services, and overall the practice is rated as good.

Our key findings were as follows:

- The practice had taken action to address the concerns raised at the CQC inspection in June 2016. They had put measures in place to ensure they were compliant with regulations.
- Appropriate arrangements were now in place for the secure storage of medicines.
- Effective arrangements to assess the risk of, prevent, detect and control the spread of healthcare related infections were in place. These included ensuring that appropriate measures were in place to dispose of clinical waste from the branch surgery at Ingleton and ensuring toys were cleaned regularly.
- Disclosure and Barring Service (DBS) checks were carried out for clinical staff and those carrying out chaperoning duties.
- Furthermore, the recommendations following the June 2016 inspection to review standard operating procedures to ensure they reflect current arrangements within the dispensary, improve accessibility to the branch surgery premises, and consider the need to develop a clear and realistic long term strategy for the practice had been acted on.

**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 taken action to address the concerns raised during our previous inspection in June 2016. They had:

- Put locks on the doors of rooms where the vaccine refrigerators were, and ensured that the keys to the refrigerators were stored safely;
- Ensured regular collection of clinical waste was carried out from the branch surgery at Ingleton, as well as the main practice;
- Put a system in place to ensure that toys at the surgery could be cleaned;
- Ensured that all staff, including those who carried out chaperoning duties, had Disclosure and Barring Service (DBS) checks in place.

**Good**



# Bentham Medical Practice

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

## Background to Bentham Medical Practice

Bentham Medical Practice is registered with the Care Quality Commission to provide primary care services. It is located in the Lancaster area of North Yorkshire. The practice provides services to around 7,250 patients from two locations:

- Grasmere Drive, High Bentham, Lancaster, North Yorkshire, LA2 7JP
- Ingleton Surgery, High Street, Ingleton, Carnforth, Lancashire, LA6 3AB.

We visited both addresses as part of the inspection.

The practice has four GP partners (three female and one male), three salaried GPs (two female and one male), four practice nurses (all female), a practice manager, and 17 staff who carry out reception, administrative and dispensing duties. The practice is a training practice and two of the GPs are accredited GP trainers.

The practice is part of Morecambe Bay clinical commissioning group (CCG). The practice population is made up of a higher than average proportion of patients over the age 65 (27.6% compared to the national average of 17.1%). Information taken from Public Health England placed the area in which the practice is located in the eighth less deprived decile. In general, people living in less deprived areas tend to have less need for health services.

The main surgery is located in purpose built, two storey premises. All patient facilities are on the ground floor. The branch surgery is located in a converted single storey building. There is on-site parking, disabled parking, disabled WCs and step-free access at both sites. Opening hours are between 8.00am and 6.30pm Monday to Friday, with at least one early morning and one evening

session per week in addition to this. Patients can book appointments in person, on-line or by telephone.

Appointments were available at the following times:

- Monday - 8.30am to 11.55am; then from 1pm to 7.15pm
- Tuesday – 7am to 11.55am; then from 1.45pm to 8.40pm
- Wednesday – 8.30am to 11.55am; then from 1.45pm to 5.30pm
- Thursday – 8.30am to 11.55am; then from 1.45pm to 5.30pm
- Friday – 8.30am to 11.55am; then from 1.45pm to 5.30pm.

The practice provides services to patients of all ages based on a General Medical Services (GMS) contract agreement for general practice. The service for patients requiring urgent medical attention out of hours is provided by the NHS 111 service and Cumbria Health on Call (CHoC).

## Why we carried out this inspection

We undertook a comprehensive inspection of Bentham Medical Practice on 7 June 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good. The full comprehensive report following the inspection on June 2016 can be found by selecting the 'all reports' link for Bentham Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

# Detailed findings

We undertook a follow up focused inspection of Bentham Medical Practice on 16 May 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

We carried out an announced inspection on 16 May 2017. We visited the practice's surgery in High Bentham and the

branch surgery in Ingleton. We spoke with the practice manager and members of the reception team. We reviewed documentation related to infection control procedures in the practice, staff recruitment files, and assorted practice policies and standard operating procedures.

# Are services safe?

## Our findings

At our previous inspection on 7 June 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of management medicines were not adequate.

These arrangements had significantly improved when we undertook a follow up inspection on 16 May 2017. The practice is now rated as good for providing safe services.

### Overview of safety systems and processes

When we inspected the practice in June 2016 some of the systems, processes and practices in place to keep people safe required improvement.

At this inspection, we found these improvements had been made.

- At the inspection in June 2016, vaccines were held in refrigerators in unlocked rooms at both sites, with the

keys in the locks of the refrigerators. When we visited in May 2017 we saw that locks had been added to the doors and that the keys were now kept securely in a separate area.

- The practice did not have a contract with a specialist company for the collection of hazardous waste from the branch, when we visited in June 2016. In May 2017 we saw that a contract had been in place since the last inspection and that the clinical waste was now collected regularly.
- In June 2016, some of the plastic toys at both sites were visibly unclean. When we inspected again in May 2017, hard-to-clean toys had been replaced and a rota was being followed to ensure that these were kept clean.
- In June 2016, we saw appropriate Disclosure and Barring Service (DBS) checks had not been carried out for all clinical staff and those who had direct contact with patients. At the inspection in May 2017, we found that all staff had had a DBS check.