

Streatham Park 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 an announced comprehensive inspection of Streatham Park Surgery on 2 February 2016. Overall the practice was rated as good, but a breach of legal requirements was found. After the comprehensive inspection, the practice wrote to us to say what they would do to meet the legal requirements in relation to the breaches of regulation 12 Safe care and treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We undertook this focussed inspection on 13 September 2016 to check that they had followed their plan and to confirm that they now met the legal requirements. This report covers our findings in relation to those requirements and also where additional improvements

have been made following the initial inspection. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Streatham Park Surgery on our website at www.cqc.org.uk.

Overall the practice was rated as good. They were rated as requires improvement for providing safe services. Following the focussed inspection we found the practice to be good for providing safe services.

Our key findings across all the areas we inspected were as follows:

- The practice followed cold chain guidelines. Staff knew how to monitor refrigerator temperatures and report if temperatures were outside safe levels.

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 followed cold chain guidelines. Staff knew how to monitor refrigerator temperatures and report if temperatures were outside safe levels.

Good



Streatham Park Surgery

Detailed findings

Why we carried out this inspection

We undertook a focussed inspection of Streatham Park Surgery on 13 September 2016. This is because the service had been identified in our visit of 2 February 2016 as not meeting some of the legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Specifically, breaches of regulation regulation 12(2)(b)(e)(f) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 were identified.

During the comprehensive inspection carried out on 2 February 2016 we found that the practice's cold chain process was not in line with guidelines. We also found that where the temperature ranges at which it is safe to store vaccines was exceeded, no action was taken.

This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 2 February 2016 had been made. We inspected the practice against one of the five questions we ask about services: is the service safe.

Are services safe?

Our findings

At the comprehensive inspection carried out on 2 February 2016 we found the practice cold chain process was not in line with guidelines. At this focussed inspection we found the provider had made the necessary improvements.

Overview of safety systems and processes

The practice had clearly defined and embedded systems, processes and practices in place to keep patients safe and safeguarded from abuse. Specifically, the arrangements for managing medicines, including emergency medicines and vaccines, in the practice kept patients safe (including

obtaining, prescribing, recording, handling, storing, security and disposal). We found that refrigerators in which vaccines were stored were fit for purpose and that daily checks of temperatures were recorded. The receptionists who recorded temperatures told us that where safe temperature ranges were exceeded they contacted the practice manager or one of the partners. There was a comprehensive policy in place detailing who they would then contact in the event of vaccines being stored outside of the safe range, including quarantining stock whilst seeking advice from Public Health England or manufacturers.