

# Little Waltham & Great Notley Surgeries

## 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 caring?

Good 

Are services well-led?

Good 

# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out a focused follow up inspection at Little Waltham and Great Notley Surgeries on 21st November 2016 to check that improvements had been made.

At our previous inspection of 19th April 2016, the practice was rated good overall, with requires improvement for providing well-led services. It was rated as good for providing safe, effective, caring and responsive services, although we advised that there was action that the provider should take with regards to ensuring that services were caring. As a result of our inspection 19th April 2016, the practice was issued with a requirement notice for improvement and the practice sent us an action plan telling us how they were going to meet the regulations.

Necessary improvements have been made, and the practice is now rated as good in all domains.

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

- There had been improvements to governance arrangements.
- Policies were centrally located and accessible to all staff.
- Vaccines were kept securely.
- Nurses were using up to date directions to administer vaccines.
- Stationery was handled in accordance with national guidance.
- Emergency medicines were regularly checked which sought to ensure it was safe for use.
- Posters in the waiting area alerted patients to the availability of chaperones.

There continued to be one area where the provider should make improvements:

- The provider should identify and support carers.

**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 caring?

This practice is rated as good for providing caring services.

- The availability of chaperones was displayed in the waiting area.
- The practice did not proactively identify carers although they told us they had plans to do so in the future.

Good



### Are services well-led?

The practice is rated as good for providing well-led services.

- There had been improvements since our inspection of 19 April 2016.
- The governance framework supported the delivery of good quality care.
- Policies were centrally located and accessible to all staff.
- Vaccines were kept securely.
- Nurses were using up to date directions to administer vaccines.
- Stationery was handled in accordance with national guidance.
- Emergency medicines were regularly checked which sought to ensure it was safe for use.

Good



# Summary of findings

## Areas for improvement

### Action the service **SHOULD** take to improve

- The provider should identify and support carers.

# Little Waltham & Great Notley Surgeries

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

A CQC lead inspector.

## Background to Little Waltham & Great Notley Surgeries

Little Waltham & Great Notley Surgeries is situated in Little Waltham in Chelmsford, Essex. The practice boundary includes Little Waltham, Great Leighs, Pleshy and parts of High Easter and Felsted. The practice provides GP services to approximately 17,500 patients.

There is a branch surgery situated in Great Notley and patients can choose to attend either practice. This location was not inspected as part of this inspection.

The practice is a dispensing practice. There is a dispensary located at Little Waltham and also at the branch surgery at Great Notley. The pharmacist specialist inspected the dispensary at both locations.

Little Waltham & Great Notley Surgeries is one of 48 practices commissioned by the Mid-Essex Commissioning Group. The practice holds a Personal Medical Services contract (PMS) with the NHS, although this is in the process of being changed to a General Medical Services (GMS)

contract. This contract outlines the core responsibilities of the practice in meeting the needs of its patients through the services it provides.

The practice population has a slightly higher number of children aged five to 18 years compared to the England average and fewer patients aged over 65 years. Economic deprivation levels affecting children and older people are significantly lower than average, as are unemployment levels. The life expectancy of both male and female patients is higher than the local average by one year.

There are fewer patients on the practice's list that have long standing health conditions. The practice is governed by a partnership that consists of three male GPs and three female GPs. The partnership is supported by five salaried GPs and two female GP registrars. A registrar is a qualified doctor who is training to become a GP.

There are four nurses, one of whom is a prescribing nurse, and five health care assistants. Administrative support consists of a full-time practice manager, a deputy practice manager, a head receptionist as well as a number of part-time reception and administrative staff. All staff work across the two locations.

The Little Waltham dispensary is led by a pharmacy manager, and there is a dispensary manager at the Great Notley site. There are eight dispensers who work across both sites.

The Little Waltham practice is open Monday to Friday from 08.30am until 1pm, closed between 1pm – 2pm and then open from 2pm – 6.30pm. Appointment times are from 09.00am until 11.30am in the morning and from 4.30pm until 6pm in the afternoon. Pre-bookable appointments are available from 8am until 11.30am on a Saturday.

# Detailed findings

## Why we carried out this inspection

We inspected this service as a focused follow up inspection to check the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service and to provide a rating for the service under the Care Act 2014.

## How we carried out this inspection

After our last inspection, we asked the provider to submit to us an action plan telling us how they were going to improve services at the practice. We asked for evidence to be provided to us to check that necessary improvements had been made. During our inspection we:

- Checked emergency medicines
- Looked at documents including checklists
- Spoke with the practice manager

We revisited the following questions:

- Is it responsive?
- Is it well-led?

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

# Are services caring?

## Our findings

At our previous inspection of 19th April 2016, we found that the practice was good for providing caring services, although we said that there were some areas where the practice should improve.

### **Respect, dignity, compassion and empathy**

The practice had trained chaperones available, but at our earlier inspection we found that there were no posters advising patients of this. This had since been remedied, and we saw that relevant information was displayed in the waiting area.

### **Patient/carer support to cope emotionally with care and treatment**

The practice was not proactively identifying patients who were carers, as was the case during the previous inspection. We were advised that the practice were looking at enlisting the support of the patient participation group in the future to help to identify more patients who acted as carers.

# Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

## Our findings

### Governance arrangements

At our earlier inspection of 19th April 2016, we found that although there was a governance framework in place, this did not always support the delivery of good quality care. For example, we found that some policies were difficult to locate and the provider had failed to identify all risks at the premises. These risks related to the security of the vaccines fridge, nurses not using the most up to date directions for administering vaccines, the location and security of blank prescription forms and a lack of oversight of emergency medicines.

At our most recent inspection on 21 November 2016, we found that the provider had effectively implemented their action plan to meet the requirement notice that was served after our previous inspection.

Policies were accessible and available to all staff on a shared drive. Vaccines were administered using up to date directions which had been signed by the professional lead authorising relevant staff to administer the vaccines. However, we found that vaccines continued to be stored insecurely. Measures were taken during the inspection to immediately remedy this, and we saw that further action was taken after the inspection to ensure that these were safe. Blank prescriptions were kept securely and it was clear where these were being stored whilst at the practice.

Emergency medicines were being regularly checked which sought to ensure that they were suitable for use.