The Manor Street Surgery

Inspection report

Manor Street Surgery
Manor Street
Berkhamsted
Hertfordshire
HP4 2DL
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www.manorstreetsurgery.org

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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 location	Good
Are services safe?	**Requires improvement**
Are services effective?	**Good**
Are services responsive?	**Good**
Are services well-led?	**Good**

Overall summary

We carried out an inspection of this service due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions: safe, effective, responsive and well-led.

Because of the assurance received from our review of information we carried forward the ratings for the following key question: caring.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We have rated this practice as good overall and good for all population groups.

We rated the practice as requires improvement for providing safe services because:

- The practice's systems and processes to keep people safe were not always comprehensive.

Please see the final section of this report for specific details of our concerns.

We rated the practice as good for providing effective, responsive and well-led services because:

- Patients received effective care and treatment that met their needs. The practice routinely reviewed the effectiveness and appropriateness of the care it provided. Staff had the skills, knowledge and experience to deliver effective care and treatment.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high quality, person-centred care and an inclusive, supportive environment for staff. There was a focus on continuous learning and improvement at all levels of the organisation. Where we identified any concerns during our inspection, the practice took action to respond or plans of action were developed to ensure any issues were resolved.

The area where the provider must make improvements is:

- Ensure care and treatment is provided in a safe way to patients.

Please see the final section of this report for specific details of the action we require the provider to take.

The areas where the provider should make improvements are:

- Adhere to the intercollegiate guidance on safeguarding competencies so that staff complete the appropriate level of safeguarding training for their roles.
- Continue to take steps so that existing infection prevention and control, and health and safety processes are strengthened. This includes those relating to water temperature testing and monitoring adherence to the cleaning colour coding system.
- Continue to strengthen systems and processes in relation to monitoring two week wait referrals, inviting children to receive their immunisations and appropriately exception reporting patients.
- Continue to take steps so that the competence of nurses to administer medicines under Patient Group Directions (PGDs) is assessed and signed by a GP or pharmacist.
- Continue to take steps so that all patients prescribed high-risk medicines receive the required blood tests on time, and the results are available to the practice before these patients are prescribed their medicines.
- Implement a system so that nursing staff who prescribe medicines complete monitoring audits of their own prescribing as part of their continuing professional development.
- Make the complaints process and procedure available on the practice's website.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Good
People with long-term conditions	Good
Families, children and young people	Good
Working age people (including those recently retired and students)	Good
People whose circumstances may make them vulnerable	Good
People experiencing poor mental health (including people with dementia)	Good

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector**.** The team included a GP specialist adviser and a practice nurse specialist adviser.

Background to The Manor Street Surgery

The Manor Street Surgery provides a range of primary medical services from its premises at Manor Street, Berkhamsted, Hertfordshire, HP4 2DL.

The practice is part of the Dacorum Healthcare Providers federation. The practice is also in the early stages of participating in a Primary Care Network (PCN). (A Primary Care Network is a group of practices working together to provide more coordinated and integrated healthcare to patients).

The provider is registered with CQC to deliver four Regulated Activities. These are: diagnostic and screening procedures; maternity and midwifery services; family planning services; and treatment of disease, disorder or injury. Services are provided on a General Medical Services (GMS) contract (a nationally agreed contract) to approximately 11,045 patients. The practice has a registered manager in place. (A registered manager is an individual registered with CQC to manage the regulated activities provided).

The practice is within the Hertfordshire local authority and is one of 59 practices serving the NHS Herts Valleys Clinical Commissioning Group (CCG).

The practice team consists of three male and two female GP partners and one female salaried GP. There is a clinical practitioner, a nurse prescriber, a practice nurse, two healthcare assistants, a practice manager and 19 reception, administration, secretarial and summariser staff. A trainee GP joined the practice on the day of our inspection and a second trainee GP was due to start the following day.

The practice serves a slightly above average population of those aged 75 years and over. The practice population is predominantly white British and has a Black and minority ethnic (BME) population of approximately 4.2% (2011 census). Information published by Public Health England rates the level of deprivation within the practice population as 10. This is measured on a scale of one to 10, where level one represents the highest levels of deprivation and level 10 the lowest.

An out of hours service for when the practice is closed is provided by Herts Urgent Care and can be accessed via the NHS 111 service.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Treatment of disease, disorder or injury	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment **How the regulation was not being met…** **The registered persons had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment. In particular:** • Staff vaccination was not maintained in line with current Public Health England (PHE) guidance. A process was not adhered to for the practice to be assured that all staff had received the required vaccinations for their roles and that this was appropriately documented. There were no risk assessments in place for any staff where complete and appropriate vaccination records were not available. **This was in breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.**