

The Crookes Practice

Quality Report

203-205 School Road

Sheffield

S10 1GN

Tel: 0114 267 1280

Website: www.thecrookespractice.co.uk

Date of inspection visit: 14 November 2016

Date of publication: 16/12/2016

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

Contents

Summary of this inspection

Overall summary	Page 2
The five questions we ask and what we found	3
The six population groups and what we found	4

Detailed findings from this inspection

Our inspection team	5
Why we carried out this inspection	5
How we carried out this inspection	5
Detailed findings	7

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of this practice on 2 December 2015. Breaches of legal requirements were found. After the comprehensive inspection, the practice wrote to us to say what they would do to meet legal requirements in relation to the regulatory breaches of the Health and Social Care Act 2008 (Regulated Activities) 2014 Regulation 12 Safe Care and Treatment.

We carried out a focused inspection on 14 November 2016 to check that the practice had followed their plan and to confirm that they now met the legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for The Crookes Medical Practice on our website at www.cqc.org.uk.

Overall the practice is rated as good. Specifically, following the focused inspection we found the practice to be good for providing safe services.

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

- Vaccine refrigerators were appropriately stocked allowing air to circulate between the products.
- We saw evidence that the minimum and maximum refrigerator temperatures had been recorded on a daily basis and was within the recommended range of between 2 to 8c. The practice had followed Public Health England Protocol for the storing of vaccines.
- We reviewed the most recent staff recruitment file and observed that the practice had ensured that recruitment arrangements included the necessary Disclosure and Barring checks.
- Emergency drugs and equipment including oxygen, defibrillator, syringes and venflons were checked and in date.

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.

- Vaccine refrigerators were appropriately stocked allowing air to circulate between the products.
- We saw evidence that the minimum and maximum refrigerator temperature had been recorded on a daily basis and was within the recommended range of between 2 to 8c. The practice had followed Public Health England Protocol for the storing of vaccines.
- We reviewed the most recent staff recruitment file and observed that the practice had ensured that recruitment arrangements included the necessary Disclosure and Barring checks.
- Emergency medicines and equipment including oxygen, defibrillator and consumables were checked and found to be in date.

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

The practice is rated as good for the care of older people as they are rated as good for safe.

Good



People with long term conditions

The practice is rated as good for the care of people with long term conditions as they are rated as good for safe.

Good



Families, children and young people

The practice is rated as good for the care of families, children and young people as they are rated as good for safe.

Good



Working age people (including those recently retired and students)

The practice is rated as good for the care of working age people (including those recently retired) as they are rated as good for safe.

Good



People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable as they are rated as good for safe.

Good



People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people living with dementia) as they are rated as good for safe.

Good



The Crookes Practice

Detailed findings

Our inspection team

Our inspection team was led by:

two CQC Inspectors.

Why we carried out this inspection

We undertook an announced focused inspection of The Crookes Practice on 14 November 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 2 December 2015 had been made. We inspected the practice against one of the questions we ask about services: is the service safe. This is because during our comprehensive inspection in December 2015 the service was not meeting some legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This was specifically Regulation 12 Safe Care and Treatment.

During the December 2015 comprehensive inspection we found that the refrigerator which was used to store medications was overstocked. We noted the maximum temperature had been recorded on a daily basis as 9.9c which is above the recommended range of between 2 to 8c. The practice did not follow Public Health England Protocol for storing vaccines as the external thermometer was not reset after the reading was taken. We observed staff recruitment files which identified that the practice had not ensured recruitment arrangements had included the necessary Disclosure and Barring checks. Not all emergency equipment had not been checked or was up to

date, for example venflons and blood glucose machine This was in breach of regulation 12(1)(2)(b)(c) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

This focused inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 2 December 2015 had been made. We inspected the practice against one of the five questions we ask about services: is the service safe. We inspected the practice against all six of the population groups: older people; people with long term conditions; families, children and young people; working age people (including those recently retired and students); people whose circumstances make them vulnerable and people experiencing poor mental health (including people living with dementia). This was because any changes in the rating for safe would affect the rating for all the population groups we inspected against.

How we carried out this inspection

Before visiting, we reviewed a range of information we hold about the practice and the action report submitted to us in January 2016. We also asked other organisations to share what they knew. We carried out an announced visit on 14 November 2016. During our visit we:

- Spoke with the practice manager, the practice nurse and the GP Partner.

To get to the heart of patients' experiences of care and treatment, we asked the following question:

- Is the service safe?

Detailed findings

We also looked at how well services were provided for specific groups of people and what good care looked like for them. The population groups are:

- Older people
- People with long-term conditions
- Families, children and young people
- Working age people (including those recently retired and students)

- People whose circumstances may make them vulnerable
- People experiencing poor mental health (including people living with dementia).

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 safe?

Our findings

Monitoring risks to patients

Risks to patients were assessed and well managed.

- Vaccine refrigerators were appropriately stocked allowing air to circulate between the products
- We saw evidence that the minimum and maximum refrigerator temperature had been recorded on a daily basis and was within the recommended range of between 2 to 8c. The practice had followed Public Health England Protocol for the storing of vaccines.

- We reviewed the most recent staff recruitment file and observed that the practice had ensured that recruitment arrangements included the necessary Disclosure and Barring checks.

Arrangements to deal with emergencies and major incidents

- Emergency drugs and equipment including oxygen, defibrillator and consumables were checked and found to be up to date.