

Headlands Surgery

Quality Report

20 Headlands,
Kettering,
Northamptonshire,
NN15 7HP

Tel: 01536 518886

Website: www.headlandssurgery.co.uk

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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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Summary of this inspection

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Headlands Surgery on 13 August 2015. The overall rating for the practice was good, however a breach of legal requirements was found. After the comprehensive inspection, the practice wrote to us and submitted an action plan outlining the actions they would take to meet legal requirements in relation to;

- Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 – safe care and treatment.

From the inspection on 13 August 2015, the practice were told they must:

- Ensure adequate procedures are in place for completing the required background checks on staff and that the required information is available in respect of the relevant persons employed.

In addition, the practice were told they should:

- Ensure that all staff complete cardiopulmonary resuscitation (CPR) essential training.

The full comprehensive report on the August 2015 inspection can be found by selecting the 'all reports' link for Headlands Surgery on our website at www.cqc.org.uk.

This inspection was a desk-based focused review carried out on 27 February 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulations that we identified in our previous inspection on 13 August 2015. This report covers our findings in relation to those requirements and improvements made since our last inspection.

Overall the practice is rated as good.

Our key findings were as follows:

- Systems had been improved to ensure that all staff received a Disclosure and Barring (DBS) check. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable). Appropriate records were kept in respect of relevant persons employed.
- All staff completed basic life support training to an appropriate level in a timely manner.

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?

At our comprehensive inspection on 13 August 2015, we identified a breach of legal requirement.

Improvements were needed to some processes and procedures to ensure the practice provided safe services, in particular the practice did not have a risk assessment in place for non-clinical staff undertaking chaperoning duties without a valid Disclosure and Barring (DBS) check. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable).

During our desk based focused review on 27 February 2017 we found the practice had taken action to improve and the practice is now rated as good for providing safe services.

- Systems had been improved to ensure that all staff received a Disclosure and Barring (DBS) check. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable). Appropriate records were kept in respect of relevant persons employed.

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

Following our comprehensive inspection on 13 August 2015 we rated the practice as good for the population group of older people. We did not review any evidence during our desk based review to alter this rating.

Good



People with long term conditions

Following our comprehensive inspection on 13 August 2015 we rated the practice as good for the population group of people with long-term conditions. We did not review any evidence during our desk based review to alter this rating.

Good



Families, children and young people

Following our comprehensive inspection on 13 August 2015 we rated the practice as good for the population group of families, children and young people. We did not review any evidence during our desk based review to alter this rating.

Good



Working age people (including those recently retired and students)

Following our comprehensive inspection on 13 August 2015 we rated the practice as good for the population group of working age people (including those recently retired and students). We did not review any evidence during our desk based review to alter this rating.

Good



People whose circumstances may make them vulnerable

Following our comprehensive inspection on 13 August 2015 we rated the practice as good for the population group of people whose circumstances may make them vulnerable. We did not review any evidence during our desk based review to alter this rating.

Good



People experiencing poor mental health (including people with dementia)

Following our comprehensive inspection on 13 August 2015 we rated the practice as good for the population group of people experiencing poor mental health (including people with dementia). We did not review any evidence during our desk based review to alter this rating.

Good



Headlands Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

The focused desk based review was undertaken by a CQC Inspector.

Background to Headlands Surgery

Headlands Surgery provides a range of primary medical services from premises at 20 Headlands, Kettering, Northamptonshire, NN15 7HP. It is a training practice. The practice serves a population of approximately 10,200. The area served is slightly less deprived compared to England as a whole. The practice population is predominantly white British. The practice serves a slightly above average population of those aged from 0 to 14, 40 to 49, 60 to 64 and those 85 and over. There is a lower than average population of those aged between 20 and 29.

The clinical staff team includes two male and two female GP partners, four trainee GPs, two nurse prescribers, two treatment room nurses and two healthcare assistants. The team is supported by a practice manager and 19 other administration, reception and secretarial staff.

Why we carried out this inspection

We undertook a comprehensive inspection of Headlands Surgery on 13 August 2015 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 Month Year can be found by selecting the 'all reports' link for Headlands Surgery on our website at www.cqc.org.uk.

We undertook a follow up desk based review of Headlands Surgery on 27 February 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 a desk-based focused review of Headlands Surgery on 27 February 2017. This involved reviewing information to evidence that:

- All staff received appropriate basic life support training.
- Risks associated with chaperoning were adequately managed.
- Appropriate background checks were undertaken for staff performing chaperoning duties and appropriate records in respect of relevant persons employed were maintained.

Are services safe?

Our findings

At our previous inspection on 13 August 2015, we rated the practice as requires improvement for providing safe services as the practice had not undertaken a risk assessment of non- clinical staff undertaking chaperoning duties without a valid Disclosure and Barring Service (DBS) check. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable).

The practice had reviewed its protocols and improvement had been made when we undertook a desk based focused review on 27 February 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and process

- All staff who acted as chaperones were trained for the role and had received a Disclosure and Barring Service (DBS) check. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable).

Arrangements to deal with emergencies and major incidents

- All clinical staff received annual basic life support training and all non- clinical staff received three yearly training. This ensured that staff were appropriately trained to deal with a medical emergency potentially requiring basic life support intervention.