

Constable Country Rural Medical Practice

Quality Report

Constable Country Rural Medical Practice
Constable Country Medical Practice
Heath Road,
East Bergholt,
Colchester,
Essex
CO7 6RT
Tel: 01206 298272
Website: www.constablecountrymedicalpractice.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.

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Overall summary

At our inspection on 15 May 2015, we followed up enforcement action that we had taken following our comprehensive inspection on 10 March 2015. The inspection report for the comprehensive inspection can be found on the CQC website. Following the comprehensive inspection we issued a warning notice to the practice because we felt there were immediate risks that required urgent attention by the practice. We returned on 15 May 2015 to ensure the practice had taken action to mitigate these risks.

Our inspection team was lead by a CQC lead inspector and a GP specialist advisor. We found the provider had made improvements in ensuring that suitable arrangements were in place to assess and monitor the quality and safety of service provision. This included the review of patients' health conditions, risks relating to health, safety and welfare and medicines; and acting upon the recommendations from other health professionals to ensure safe care. We saw that the practice had put in place a new clinical governance

Summary of findings

structure to ensure GP oversight for all areas of the practice, ensuring that all staff were appropriately supported to deliver safe and effective care to patients. There was evidence of action taken for medicine and healthcare alerts. Patient safety alerts are issued when potentially harmful situations are identified and need to be acted on. Safety alerts were triaged by clinical members of staff and there were new systems in place for checking that these had been seen and actioned appropriately. A schedule for regular team meetings had been put in place with a GP lead in attendance for each team meeting. Systems were in place to ensure the discussion and any learning from complaints and significant events was addressed with staff at these meetings. We saw that systems had been put in place to ensure clinical meeting minutes were shared with all staff. The practice had put systems in place to ensure clinical oversight and review of all complaints and significant

events. The practice had reviewed previous complaints and significant events to ensure these were in line with the practice policy and the practice could effectively assess and monitor the quality of the service provided.

We spoke with GPs, the practice manager, deputy manager, nurses and staff during our inspection. All the staff we spoke with told us that following the changes made by the practice since our previous inspection they felt better supported by the GPs and empowered to raise and address any issues. Patients we spoke with were complimentary about the improvements in the service provided.

The practice continues to operate within the special measures applied by the CQC and will continue to do so for six months. After this time, CQC will revisit and re-inspect Constable Country Rural Medical Practice and will amend our judgments and ratings.

Constable Country Rural Medical Practice

Detailed findings

Our inspection team

Our inspection team was led by:

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