

Church Street Practice

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 safe?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

Following an announced comprehensive inspection of The Church Street Practice in December 2015 the practice was given an overall rating of good.

At our inspection we identified concerns relating to equipment safety checks.

After the comprehensive inspection, the practice wrote and provided an action plan to tell us what they would do in respect of our inspection report findings and to meet legal requirements.

Our previous inspection in December 2015 found the following area where the practice must improve:

- Ensure that safety testing of electrical equipment was up to date.

We also identified some areas in which the practice should improve:

- Continue to ensure the regular review and monitoring of patients experiencing poor mental health.
- Review the waiting area to ensure that there is a sufficient seating for patients to wait.
- Ensure that patient confidentiality is maintained.

We undertook this focused inspection on 24 June 2016 to check that they had followed their plan and to confirm that they now met legal requirements. This report only

covers our findings in relation to those requirements. The provider was now meeting all requirements and was rated as Good under the Safe domain. Overall the practice is rated as Good.

Our key findings across the areas we inspected for this focused inspection were as follows:

- Risks to patients were assessed and well managed including equipment safety checks.
- The practice ensured that patient confidentiality was maintained. At this inspection we saw that the practice has reviewed how patient confidentiality was maintained, shared this learning with all staff and provided refresher training. The practice had reviewed the waiting area in conjunction with other services who shared the area and had put measures in place to ensure there was sufficient seating for all patients.
- The practice was reviewing and monitoring patients experiencing poor mental health. At this inspection we saw evidence that patients experiencing poor mental health were having regular reviews and monitoring and we saw unverified data which indicated the practice performance in this area was in line with other practices locally and nationally.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link on our website at www.cqc.org.uk

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 now rated good for delivering safe services, as the practice had made improvements since our previous inspection in December 2015.

At our last inspection, the practice was rated as requires improvement for providing safe services, as there were areas where it needed to make improvements. Previously we found:-

- Safety testing of electrical equipment was not up to date

At this inspection, we found:-

- Risks to patients were assessed and well managed including safety testing of portable electrical equipment.

Good



Church Street Practice

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Why we carried out this inspection

We carried out a comprehensive inspection of this service under Section 60 of the Health and Social Care Act 2008 on

8 December 2015 as part of our regulatory functions. This focussed, follow up inspection was undertaken to check whether the provider was 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.

A breach of legal requirements was found at the inspection conducted on 8 December 2015, and as a result we undertook this focused inspection on 24 June 2016 to follow up on whether action had been taken to address the breach.

Are services safe?

Our findings

The practice is now rated good for delivering safe services.

At our last inspection, we found that equipment safety checks were not complete. The practice wrote to us with an action plan 11 April 2016 which showed the actions required to remedy this concern had been completed.

At this inspection, we found that the provider had taken steps to address the concern found by us at their previous inspection. In line with the information given to us within the providers action plan we found that all equipment safety checks had been carried out.

Monitoring risks to patients

Risks to patients were assessed and well managed.

- There were procedures in place for monitoring and managing risks to patient and staff safety. The practice had up to date fire risk assessments and carried out regular fire drills. All electrical equipment was checked to ensure the equipment was safe to use and clinical equipment was checked to ensure it was working properly. The practice had a variety of other risk assessments in place to monitor safety of the premises such as infection control and legionella (Legionella is a term for a particular bacterium which can contaminate water systems in buildings).