

Kidgate Surgery

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

We carried out an announced focussed follow up inspection on 19 December 2016 to follow up on concerns we found at Kidgate Surgery on 7 July 2016. The inspection in December 2016 was to ensure that improvement had been made following our inspection in July 2016 when breaches of regulations had been identified. The inspection in July 2016 found breaches of regulation and rated the practice as requires improvement in safe services. However the practice was rated as good overall.

At the inspection on 19 December 2016 we found that overall the practice had implemented changes and that the service was meeting the requirements of the regulations. The ratings for the practice have been updated to reflect our findings following the improvements made since our last inspection in July 2016. The practice was therefore rated as good for providing safe services.

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

- The practice had applied for DBS for all staff. The majority of these had come through however there were still three checks outstanding although we saw evidence that these had been applied for.

- Emergency medicines included all those recommended for all activities carried out by the practice, specifically atropine for emergency treatment if required, during the fitting of contraceptive coils or minor surgery.
- Handling of blank prescription forms reflected nationally accepted guidance as detailed in NHS Protect Security of prescription forms guidance.
- The practice had written consent process and patient satisfaction feedback in place for minor surgery where more invasive procedures i.e. excisions occurred.
- There was adequate levels of security in relation to access to the dispensary.

The areas where the provider should make improvements are:

- Ensure that the patient participation is active and feedback from patients is sought

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 as good for providing safe services.

Our last inspection in July 2016 identified concerns relating to emergency medicines and recruitment processes.

At this inspection we saw the concerns had been addressed:

- DBS checks for all staff had been applied for, there were still some staff that had not received them however we saw evidence showing that they had been requested.
- The practice had emergency medicines, including atropine for emergency treatment if required, during the fitting of contraceptive coils or minor surgery.

Good



Summary of findings

Areas for improvement

Action the service SHOULD take to improve

Ensure that the patient participation is active and feedback from patients is sought.

Kidgate Surgery

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 undertook an announced focussed inspection on 19 December 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection in July 2016 had been made. We asked the provider to send a report of the changes they would make to comply with the regulations they were not meeting.

The focused inspection of this service was carried out under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection is planned to check whether the provider has made the necessary improvements and is meeting the legal requirements in relation to the regulations associated with the Health and Social Care Act 2008.

We have followed up to make sure the necessary changes have been made and found the provider is now meeting the regulations associated with the Health and Social Care Act 2008 included within this report.

This report should be read in conjunction with the full inspection report.

We inspected the practice against one of the five key questions we ask about services:

- Is the service safe?

How we carried out this inspection

Before visiting, we reviewed a range of information we hold about the practice and asked other organisations to share what they knew. We carried out an announced visit on 19 December 2016. During our visit we:

- Spoke with a range of staff.
- Requested information in relation to policies and procedures.
- Reviewed information given to us by the practice, including policies and procedures.

Are services safe?

Our findings

When we inspected in July 2016 we identified concerns relating to emergency medicines and recruitment processes.

At this inspection we found the practice had made significant improvements to address the concerns previously identified.

Overview of safety systems and processes

At the inspection in July 2016 we found that staff including nursing staff, dispensing staff and those that completed chaperone duties had not 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).

We saw at the inspection in July 2016 that the side door that staff used to access the reception area and the dispensary was open at times and there was no lock or secure keypad on the door. There was a risk that medicines could be accessed.

At this inspection we saw that the practice had applied for DBS checks for the staff. Most of these had been received although there were three members of staff still outstanding. We saw evidence that these checks had been applied for.

The side door that staff used to access reception and the dispensary was closed and there was a secure keypad on the door.

The practice had strengthened the prescription security and were logging the boxes and the serial numbers of the blank prescription forms. The record showed which printer each prescription had gone to.

Arrangements to deal with emergencies and major incidents

At the inspection in July 2016 the practice did not have all emergency medication that was suggested and there were no risk assessments in place to show why medication was not kept such as Atropine which is recommended in practices that fit coils or where minor surgery is performed

At this inspection we saw that the practice had all the required medicines, including Atropine.