

# Oakwood Surgery

## Quality Report

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Birmingham  
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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 previously carried out an announced comprehensive inspection at Oakwood Surgery on 27 October 2015. The overall rating for the practice was good but rated as requires improvement for providing safe services.

We found the practice required improvement in this area due to breaches in regulations relating to safe care and treatment. This was because:

- The practice did not ensure that all repeat prescriptions were re-authorised by clinicians.
- The practice did not have robust arrangements in place to deal with foreseeable emergencies that may impact on the running of the practice.

The full comprehensive report on the October 2015 inspection can be found by selecting the 'all reports' link for Oakwood Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

On 9 March 2017 we carried out a desk-based focus review to confirm that they had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 27 October 2015. This report covers our findings in relation to those requirements.

Our key findings were as follows:

- The practice no longer allowed administrative staff to reauthorise repeat prescriptions. All prescriptions were authorised by the GPs or advanced nurse prescribers. There was an electronic prescribing system in place and clinical prescribing staff had been trained to use this. The practice had implemented a detailed repeat prescribing policy and flowchart which formalised these arrangements.
- The practice had put in place a detailed and comprehensive business continuity plan to assess and manage risks relating to health, safety and welfare of patients; and to address foreseeable emergencies that may impact on the running of the practice. The business plan had been shared with all staff. Copies of the plan and emergency contact numbers were kept off site.

The practice is now rated as good for providing safe services.

### **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.

- The practice no longer allowed administrative staff to reauthorise repeat prescriptions. All prescriptions were authorised by the GPs or advanced nurse prescribers. There was an electronic prescribing system in place and clinical prescribing staff had been trained to use this. The practice had implemented a detailed repeat prescribing policy and flowchart which formalised the arrangements for repeat prescribing.
- The practice had put in place a detailed and comprehensive business continuity plan to assess and manage risks relating to health, safety and welfare of patients; and to address foreseeable emergencies that may impact on the running of the practice. The business plan had been shared with all staff. Copies of the plan and emergency contact numbers were kept off site.

**Good**



# Oakwood Surgery

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

The desk based follow up review was carried out by a CQC Inspector.

## Background to Oakwood Surgery

Oakwood Surgery is situated on the Stratford Road in South Birmingham in the Sparkhill Primary Care Centre. The practice has a list size of 6813 patients. The practice catchment area is ethnically diverse.

There is a public pay and display car park opposite to the practice which patients can use. The main entrance, reception and all disabled toilets are designed to allow easy wheelchair access.

The practice has two GP partners and one salaried GP (all male). The practice employs a long term locum GP (female) offering patients a choice of both male and female GPs. The practice has a nurse consultant and two practice nurses (who are advanced nurse prescribers). There is also a healthcare assistant (HCA). The clinical team are supported by a practice manager and a team of reception and administrative staff. A consultant gynaecologist (female) holds a weekly clinic at the practice. The pharmacist practitioner also attends the practice on a weekly basis to offer advice to patients. The practice has an in house counsellor, drug worker and also offers a phlebotomy (blood taking) service.

The practice has a patient participation group (PPG), a group of patients registered with a practice who work with the practice team to improve services and the quality of care.

The practice is open Monday to Friday from 8am to 6.30pm. Appointments are available from 8:30am to 1.15pm and from 3.30pm to 6pm. The practice offers extended hours appointments on Wednesdays until 7.30pm.

The practice does not provide out of hours services. Information for out of hours GP services is provided for patients at the practice, on the website and on the out of hours answerphone message. This service is provided by a GP out of hours Service called BADGER. The service is accessed by a designated telephone number which is provided on the practice website. There is a NHS walk-in-centre located on the ground floor of Sparkhill Primary Care Centre.

## Why we carried out this inspection

We undertook a comprehensive inspection of Oakwood Surgery on 27 October 2015 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good, with requires improvement for providing safe services. The full comprehensive report following the inspection in October 2015 can be found by selecting the 'all reports' link for Oakwood Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up, desk based focused review of Oakwood Surgery on 9 March 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.

# Detailed findings

## How we carried out this inspection

When carrying out the desk based focused inspection of Oakwood Surgery we reviewed evidence to confirm that:

- The practice had measures in place to ensure all repeat prescriptions were only re-authorised by clinical staff.
- The practice had arrangements to ensure the practice was able to deal with foreseeable emergencies that may impact on the running of the practice.

# Are services safe?

## Our findings

Following our previous inspection on 27 October 2015, we rated the practice as requires improvement for providing safe services. This was because:

- Administrative staff were able to reauthorise repeat prescriptions for one month in cases where medication was essential pending the formal review with the GP. The practice was required to ensure that all repeat prescriptions were only re-authorized by clinicians.
- The practice did not have robust arrangements in place to deal with foreseeable emergencies that may impact on the running of the practice.

The follow up inspection showed that improvements had been made:

### Overview of safety systems and process

- The practice no longer allowed administrative staff to reauthorise repeat prescriptions. All prescriptions were authorised by the GPs or advanced nurse prescribers working at the practice. The practice had implemented an electronic prescribing system and clinical prescribing staff had been trained to use this.

- We saw evidence of a detailed repeat prescribing policy and flowchart which formalised the arrangements for repeat prescribing. Practice staff told us these documents were to be reviewed at least annually.

### Arrangements to deal with emergencies and major incidents

- The practice had put in place a detailed and comprehensive business continuity plan to assess and manage risks relating to health, safety and welfare of patients; and to address foreseeable emergencies that may impact on the running of the practice. This document included, for example, emergencies relating to buildings, IT systems, information security, telephone systems, fire, utilities, and major incidents.
- Practice staff told us that the contents of the business plan had been shared with all staff. Copies of the plan and emergency contact numbers were kept off site. The business plan will be reviewed and updated at least every six months, or when there are any changes made to the process.