

Station Road Surgery

Quality Report

Station Road Surgery,
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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 comprehensive inspection at Station Road Surgery on 1 December 2015. The practice had been rated as good for effective, caring, responsive and well-led, however, required improvement in safe. After the comprehensive inspection, the practice sent to us an action plan detailing what they would do to meet the legal requirements in relation to the following:-

- Ensure that all staff have completed relevant training for fire safety, infection control and information governance in line with the practice training requirements.
- Complete a legionella risk assessment.
- Carry out regular fire drills.

We undertook this announced focused inspection on 15 August 2016 to check that the provider had followed their

action plan and to confirm that they now met legal requirements. The provider was now meeting all requirements and are rated as good under the safe domain.

This report only covers our findings in relation to those requirements.

- Staff had received training as required by the practice.
- A legionella risk assessment had taken place in December 2015 and no concerns had been found.
- A full fire drill with staff and patients had been completed in December 2015 and staff were aware of the procedures to follow in case of an evacuation.

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 rated as good for providing safe services.

At our last inspection, undertaken on 1 December 2015, the practice was rated as requires improvement for providing safe services, as there were areas where it needed to make improvements.

Previously we found:-

- Most risks to patients were assessed and well managed. However, the practice had not conducted a legionella risk assessment or practiced a fire drill and some staff had not had training on information governance, fire safety or infection control.

At this inspection, we found:-

- The practice had conducted a legionella risk assessment and had practiced a fire drill with staff and patients. Staff training was up to date with the practices training requirements.

Good



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

1 December 2015 as part of our regulatory functions. This inspection was planned 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

Breaches of legal requirements were found. As a result, we undertook a focused inspection on 15 August 2016 to follow up on whether action had been taken to deal with the breaches.

Are services safe?

Our findings

At our previous inspection, we found that although staff were aware of the policies and procedures to keep patient information confidential, we noted that staff had not received training in information governance. The practice maintained appropriate standards of cleanliness and hygiene. However, administration staff had not received up to date infection control training. The practice had up to date fire risk assessments and staff we spoke with were aware of what to do in an event of a fire. However, they had not received fire awareness training or practised a fire drill. The practice had been wrongly advised that a legionella risk assessment had not been required. The practice was able to show us evidence the day after the inspection of a risk assessment booked for the 9th December 2015.

At this inspection, we found that staff had practiced a fire drill in December 2015, which included patients. The practice manager informed us they had spoken with staff after to ensure there had been no concerns with the evacuation and no changes were required. They also told us that yearly fire drills were planned and the debrief with staff would be recorded for future reference. The practice had a full legionella risk assessment which had not highlighted any areas of concerns. Staff had completed mandatory training as required by the practice. This included fire safety, information governance and infection control. We noted the two infection control leads were booked onto additional higher level infection control training. This was to ensure they were aware of the latest guidelines and their knowledge could be cascaded to other staff.