

Pencester Surgery

Inspection report

10-12 Pencester Road
Dover
Kent
CT16 1BW
Tel: 01304240553
www.pencestersurgery.nhs.uk

Date of inspection visit: 18/04/2018
Date of publication: 19/06/2018

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 location

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Good



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Requires improvement



Overall summary

This practice is rated as requires improvement overall.

(Previous inspection 22 July 2015 – Good)

The key questions are rated as:

Are services safe? – Requires Improvement

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Requires Improvement

We carried out an announced inspection at Pencester Surgery on 18 April 2018 as part of our inspection programme.

At this inspection we found:

- The practice did not have effective systems to manage risk so that safety incidents were less likely to happen.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients found the appointment system easy to use and reported that they were able to access care when they needed it.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.
- The GP partners took over another surgery Dover Medical Practice, now known as Pencester Health Centre and most of the staff work across both locations.

We saw one area of outstanding practice:

- The practice collaborated with a local translation service to provide a translator at Pencester Health on a daily basis. Patients had access to the translator who provided telephone or face to face support to patients whose first language was not English. The practice had worked with other organisations to facilitate this service in response to a high need for a translation service within their practice population.

The areas where the provider **must** make improvements are:

- Ensure care and treatment is provided in a safe way to patients
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

The areas where the provider **should** make improvements are:

- Review the reception protocols to include the management of patients with sepsis symptoms.
- Review staff training to help ensure all staff members are up to date with essential training.
- Review how the family of recently bereaved patients are supported.
- Review the complaints system to include verbal complaints in order to help identify trends and change practice.
- Review findings from the GP Patient Survey and take action where necessary to help improve the patient experience.

Professor Steve Field CBE FRCP FFPH FRCGP Chief Inspector of General Practice

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser and a practice manager adviser.

Background to Pencester Surgery

Pencester Surgery is a purpose built building and located in the town of Dover. Wheelchair access to the building is through the front door and all consultation/treatment rooms are on ground floor level with limited parking facilities available. There are approximately 9400 patients on the practice list and the practice population is close to national averages. The surrounding area has a higher than average prevalence of people living in deprived circumstances.

There are five GP partners (three male and two female), three nurse prescribers, three practice nurses and three healthcare assistant (HCA). The GPs and nursing team are supported by a practice manager and a team of administration and reception staff. The practice has General Medical Services (GMS) contract.

The GP partners took over another surgery Dover Medical Practice, now known as Pencester Health Centre and most of the staff work across both locations. We visited Pencester Health Centre on the 26 April 2018.

The practice supports student nurses from a local university in Kent.

A wide range of services are offered by the practice including diabetes, asthma and Chronic obstructive pulmonary disease (COPD). The practice is open Monday to Friday from 8.00am until 6.30pm with extended hours on Tuesdays 07.30am to 8am and 6.30pm to 7.40pm. Patients from the both practices are able to access appointments at Buckland Hospital Hub from 8am to 8pm Monday to Sunday. This is funded by the Clinical commissioning Group (CCG) via funds from the Kings Trust.

During the course of the inspection we found that some minor surgery and maternity and midwifery activities were taking place. The practice was not registered with the Care Quality Commission (CQC) to deliver these services from this location. We have informed them of this situation and asked them to either stop delivering these activities or register them with the CQC.

Out of hour's services are provided by Integrated Care 24 (IC24). Details of how to access this service are available on their website.

Services are delivered from:

10-12 Pencester Road, Dover, Kent, CT16 1BW

Are services safe?

We rated the practice as requires improvement for providing safe services.

Safety systems and processes

The practice systems to keep people safe and safeguarded from abuse were not always effectively implemented.

- The practice had systems to safeguard children and vulnerable adults from abuse. However, during the inspection the practice could not demonstrate that all the GPs or staff had safeguarding training appropriate to their roles. After the inspection we were sent evidence that safeguarding training had been completed by clinical staff. They knew how to identify and report concerns. Reports and learning from safeguarding incidents were available to staff.
- Staff who acted as chaperones were trained for their role and had received a 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.)
- Staff took steps, including working with other agencies, to protect patients from abuse, neglect, harassment, discrimination and breaches of their dignity and respect.
- The practice carried out appropriate staff checks at the time of recruitment and on an ongoing basis.
- The systems and processes to manage infection and prevention control (IPC) were not always effectively implemented. For example, some actions from the annual audit had not been completed. Additionally, we found used sharps containers and a purple lidded bin (used for the disposal of sharps and sharps contaminated with medicinal products) that were not dated.
- The practice had arrangements to ensure that facilities and equipment were safe and in good working order.
- Arrangements for managing waste and clinical specimens kept people safe.

Risks to patients

There were adequate systems to assess, monitor and manage risks to patient safety.

- Arrangements were in place for planning and monitoring the number and mix of staff needed to meet patients' needs, including planning for holidays, sickness, busy periods and epidemics.

- There was an effective induction system for temporary staff tailored to their role.
- The practice was equipped to deal with medical emergencies and staff were suitably trained in emergency procedures.
- Staff understood their responsibilities to manage emergencies on the premises and to recognise those in need of urgent medical attention. Clinicians knew how to identify and manage patients with severe infections including sepsis. However, there were no specific guidelines, training or red flags for reception staff in the management of patients with sepsis symptoms.
- When there were changes to services or staff the practice assessed and monitored the impact on safety.

Information to deliver safe care and treatment

Staff had the information they needed to deliver safe care and treatment to patients.

- The care records we saw showed that information needed to deliver safe care and treatment was available to staff. There was a documented approach to managing test results.
- The practice had systems for sharing information with staff and other agencies to enable them to deliver safe care and treatment.
- Clinicians made timely referrals in line with protocols.

Appropriate and safe use of medicines

The practice had reliable systems for appropriate and safe handling of medicines.

- The systems for managing and storing medicines, including vaccines, medical gases, emergency medicines and equipment, minimised risks.
- Staff prescribed, administered or supplied medicines to patients and gave advice on medicines in line with current national guidance. The practice had reviewed its antibiotic prescribing and taken action to support good antimicrobial stewardship in line with local and national guidance.
- Patients' health was monitored in relation to the use of medicines and followed up on appropriately. Patients were involved in regular reviews of their medicines.

Track record on safety

The practice had carried a range of risk assessments.

- There were comprehensive risk assessments in relation to safety issues in most areas of the practice. However, a

Are services safe?

fire risk assessment had not been undertaken since 13/9/2013. The practice sent us evidence after the inspection that a fire risk assessment had been booked for 15/05/2018.

- The practice monitored and reviewed activity. This helped it to understand risks and gave a clear, accurate and current picture of safety that led to safety improvements.

Lessons learned and improvements made

The practice did not have an effective system to investigate significant events.

- Staff understood their duty to raise concerns and report incidents and near misses. Leaders and managers supported them when they did so.
- The system for recording significant events was not always effectively implemented. For example, the incident and significant event forms did not always contain sufficient detail to in order to understand whether any further investigations had taken place including recording speaking with individual staff

members. Additionally some issues had not been identified. For example, when we reviewed a significant event about immunisations we found there was not a process to keep the GP involved in the incident up to date with immunisation training. The action plan did not state how updates for the GP would be monitored in the future.

- The practice did have a system for managing Medicines and Healthcare products Regulatory Agency (MHRA) alerts across the practice. However, action taken was not always recorded. For example, during the inspection the practice was unable to tell us what action they had taken to check if Valproate was being prescribed to women of child bearing age (Valproate is used for treating epilepsy and has been associated with risks to foetal development). The practice did submit evidence after the inspection that action had been taken in 2017 but this had not been recorded.

Please refer to the Evidence Tables for further information.

Are services effective?

We rated the practice and all of the population groups as good for providing effective services overall.

(Please note: Any Quality Outcomes (QOF) data relates to 2016/17. QOF is a system intended to improve the quality of general practice and reward good practice.)

Effective needs assessment, care and treatment

The practice had systems to keep clinicians up to date with current evidence-based practice, with the exception of immunisation training for GPs who were undertaking this role. We saw that clinicians assessed needs and delivered care and treatment in line with current legislation, standards and guidance supported by clear clinical pathways and protocols.

- Patients' immediate and ongoing needs were fully assessed. This included their clinical needs and their mental and physical wellbeing.
- We saw no evidence of discrimination when making care and treatment decisions.
- Staff advised patients what to do if their condition got worse and where to seek further help and support.

Older people:

- Older patients who are frail or may be vulnerable received a full assessment of their physical, mental and social needs. The practice used an appropriate tool to identify patients aged 65 and over who were living with moderate or severe frailty. Those identified as being frail had a clinical review including a review of medication.
- Patients aged over 75 were invited for a health check. If necessary they were referred to other services such as voluntary services and supported by an appropriate care plan.
- The practice followed up on older patients discharged from hospital. It ensured that their care plans and prescriptions were updated to reflect any extra or changed needs.
- Staff had appropriate knowledge of treating older people including their psychological, mental and communication needs.

People with long-term conditions:

- Patients with long-term conditions had a structured annual review to check their health and medicines

needs were being met. For patients with the most complex needs, the GP worked with other health and care professionals to deliver a coordinated package of care.

- Staff who were responsible for reviews of patients with long term conditions had received specific training.
- GPs followed up patients who had received treatment in hospital or through out of hours services.
- The practice was able to demonstrate how they identified patients with commonly undiagnosed conditions, for example diabetes, chronic obstructive pulmonary disease (COPD), atrial fibrillation and hypertension)

Families, children and young people:

- Childhood immunisations were carried out in line with the national childhood vaccination programme. There are four areas where childhood immunisations are measured; each has a target of 90%. The practice did not achieve the target in any of the four areas (ranging between 84% to 86%). The practice had identified that they were below the national standard for the child immunisation programme and taken a range of actions to address this. For example, the translator from the local translation service contacted patients who first language was not English to promote the vaccine programme.
- The practice had arrangements for following up failed attendance of children's appointments following an appointment in secondary care or for immunisation.

Working age people (including those recently retired and students):

- The practice's uptake for cervical screening was 68%, which was comparable with the clinical commissioning group (CCG) average of 77% and the national average of 72%.
- The practices' uptake for breast and bowel cancer screening was in line the national average.
- The practice had systems to inform eligible patients to have the meningitis vaccine, for example before attending university for the first time.
- Patients had access to appropriate health assessments and checks including NHS checks for patients aged 40-74. There was appropriate follow-up on the outcome of health assessments and checks where abnormalities or risk factors were identified.

Are services effective?

People whose circumstances make them vulnerable:

- End of life care was delivered in a coordinated way which took into account the needs of those whose circumstances may make them vulnerable.
- The practice held a register of patients living in vulnerable circumstances including carers.
- The practice had a system for vaccinating patients with an underlying medical condition according to the recommended schedule.

People experiencing poor mental health (including people with dementia):

- The practice assessed and monitored the physical health of people with mental illness, severe mental illness, and personality disorder by providing access to health checks, interventions for physical activity, obesity, diabetes, heart disease, cancer and access to 'stop smoking' services.
- 77% of patients diagnosed with dementia had their care reviewed in a face to face meeting in the previous 12 months. This is comparable to the national average and local practices.
- 91% of patients diagnosed with schizophrenia, bipolar affective disorder and other psychoses had a comprehensive, agreed care plan documented in the previous 12 months. This is comparable to the national average and local practices.
- The practice specifically considered the physical health needs of patients with poor mental health and those living with dementia. For example, 91% of patients experiencing poor mental health had their smoking status recorded in their notes. This was comparable to local and national averages.
- Patients at risk of dementia were identified and offered an assessment to detect possible signs of dementia. When dementia was suspected there was an appropriate referral for diagnosis.
- The practice offered annual health checks to patients with a learning disability.

Monitoring care and treatment

The practice had a comprehensive programme of quality improvement activity and routinely reviewed the effectiveness and appropriateness of the care provided. For example, an audit of accident emergency attendances

showed that 55% of the 197 attendees could have been dealt with by the practice. The practice put in place a range of actions including adding nurse appointments as well as GP appointments to the extended hours.

- The practice used information about care and treatment to make improvements.
- The practice was actively involved in quality improvement activity. Where appropriate, clinicians took part in local and national improvement initiatives.

Effective staffing

Staff had the skills, knowledge and experience to carry out their roles.

- Staff had appropriate knowledge for their role, for example, to carry out reviews for people with long term conditions, older people and people requiring contraceptive reviews.
- Staff whose role included immunisation and taking samples for the cervical screening programme had received specific training and could demonstrate how they stayed up to date, with the exception of the GP who was regularly delivering immunisations.
- Staff were encouraged and given opportunities to develop. Members of the nursing team were trained mentors and provided training opportunities for student nurses attached to a local university.
- The practice provided staff with ongoing support. This included an induction process, one-to-one meetings, appraisals, coaching and mentoring, clinical supervision and support for revalidation. The induction process for healthcare assistants included the requirements of the Care Certificate. The practice ensured the competence of staff employed in advanced roles by audit of their clinical decision making, including non-medical prescribing. The nurse prescribers received protected time to access prescribing mentorship outside the practice.

Coordinating care and treatment

Staff worked together and with other health and social care professionals to deliver effective care and treatment.

- We saw records that showed that all appropriate staff, including those in different teams and organisations, were involved in assessing, planning and delivering care and treatment.
- The practice shared clear and accurate information with relevant professionals when deciding care delivery for

Are services effective?

people with long term conditions and when coordinating healthcare for care home residents. They shared information with community services, social services and with health visitors.

- Patients received coordinated and person-centred care. This included when they moved between services, when they were referred, or after they were discharged from hospital. The practice worked with patients to develop personal care plans that were shared with relevant agencies.
- The practice ensured that end of life care was delivered in a coordinated way which took into account the needs of different patients, including those who may be vulnerable because of their circumstances.

Helping patients to live healthier lives

Staff were consistent and proactive in helping patients to live healthier lives.

- The practice identified patients who may be in need of extra support and directed them to relevant services. This included patients in the last 12 months of their lives or patients at risk of developing a long-term condition and carers.

- Staff encouraged and supported patients to be involved in monitoring and managing their own health, for example through social prescribing schemes.
- Staff discussed changes to care or treatment with patients and their carers as necessary.
- The practice supported national priorities and initiatives to improve the population's health, for example, stop smoking campaigns and tackling obesity. The patient participation group supported the practice this by providing a health hot topic information board in reception.

Consent to care and treatment

The practice obtained consent to care and treatment in line with legislation and guidance.

- Clinicians understood the requirements of legislation and guidance when considering consent and decision making.
- Clinicians supported patients to make decisions. Where appropriate, they assessed and recorded a patient's mental capacity to make a decision.

Please refer to the Evidence Tables for further information.

Are services caring?

We rated the practice as good for caring.

Kindness, respect and compassion

Staff treated patients with kindness, respect and compassion.

- Feedback from patients was positive about the way most staff treat people. However, there were negative comments about GP consultations in the comment cards. The practice was below local and national averages in the GP patient survey for GPs acting with care and concern.
- Staff understood patients' personal, cultural, social and religious needs and patients at both practices had daily face to face or telephone access with a translator.
- The practice gave patients timely support and information.

Involvement in decisions about care and treatment

Most staff helped patients to be involved in decisions about care and treatment. However, results from the GP patient survey were below local and national averages in this area. We spoke to the practice regarding patient feedback about GP consultations and they told us that they had not looked at these results at the time of our inspection.

They were aware of the Accessible Information Standard (a requirement to make sure that patient's and their carers can access and understand the information that they are given).

- Staff communicated with people in a way that they could understand, for example, easy read materials were available.
- Staff helped patients and their carers find further information and access community and advocacy services. They helped them ask questions about their care and treatment.
- The practice proactively identified carers and supported them.

Privacy and dignity

The practice respected patients' privacy and dignity.

- Reception staff knew that if patients wanted to discuss sensitive issues or appeared distressed they could offer them a private room to discuss their needs.
- Staff recognised the importance of people's dignity and respect.

Please refer to the Evidence Tables for further information.

Are services responsive to people's needs?

We rated the practice, and all of the population groups, as good for providing responsive services.

Responding to and meeting people's needs

The practice organised and delivered services to meet patients' needs. It took account of patients' needs and preferences.

- The practice understood the needs of its population and tailored services in response to those needs.
- Telephone consultations were available which supported patients who were unable to attend the practice during normal working hours.
- The facilities and premises were appropriate for the services delivered.
- The practice made reasonable adjustments when patients found it hard to access services.
- The practice provided effective care coordination for patients who are more vulnerable or who have complex needs. They supported them to access services both within and outside the practice.
- Care and treatment for patients with multiple long-term conditions and patients approaching the end of life was coordinated with other services.
- A care navigator from a local charity attended clinical meetings to help ensure patients mental and social needs were met.

Older people:

- All patients had a named GP who supported them in whatever setting they lived, whether it was at home or in a care home or supported living scheme.
- The practice was responsive to the needs of older patients, and offered home visits and urgent appointments for those with enhanced needs. The GP and practice nurse also accommodated home visits for those who had difficulties getting to the practice. For example, one of the practice nurses had visited patients in a nearby nursing home in order to carry out their annual diabetic reviews.
- The practice collaborated with the clinical commissioning group (CCG) to provide a paramedic practitioner to undertake home visits.

People with long-term conditions:

- Patients with a long-term condition received an annual review to check their health and medicines needs were being appropriately met. Consultation times were flexible to meet each patient's specific needs.

- The practice held regular meetings with the local district nursing team to discuss and manage the needs of patients with complex medical issues.

Families, children and young people:

- We found there were systems to identify and follow up children living in disadvantaged circumstances and who were at risk, for example, children and young people who had a high number of accident and emergency (A&E) attendances. Records we looked at confirmed this.
- All parents or guardians calling with concerns about a child under the age of 18 were offered a same day appointment when necessary either at the practice or at the Buckland hospital Hub.

Working age people (including those recently retired and students):

- The needs of this population group had been identified and the practice had adjusted the services it offered to ensure these were accessible, flexible and offered continuity of care. For example, extended opening hours and appointments, from 8am to 8pm, at the Buckland Hospital Hub.
- Telephone consultations were offered to patients who could not attend the practice during working hours.

People whose circumstances make them vulnerable:

- The practice collaborated with a local translation service to provide a translator at Pencester Health on a daily basis. Patients had access to this translator who provided telephone or face to face support to patients whose first language was not English. The practice had worked with other organisations to facilitate this service in response to a high need for a translation service within their practice population.
- The practice held a register of patients living in vulnerable circumstances including carers.
- People in vulnerable circumstances were easily able to register with the practice, including those with no fixed abode.

People experiencing poor mental health (including people with dementia):

- Staff interviewed had a good understanding of how to support patients with mental health needs and those patients living with dementia.

Are services responsive to people's needs?

Timely access to care and treatment

Patients were able to access care and treatment from the practice within an acceptable timescale for their needs.

- Patients had timely access to initial assessment, test results, diagnosis and treatment.
- Waiting times, delays and cancellations were minimal and managed appropriately.
- Patients with the most urgent needs had their care and treatment prioritised.
- Patients reported that the appointment system was easy to use.

Listening and learning from concerns and complaints

The practice took complaints and concerns seriously and responded to them appropriately to improve the quality of care.

- Information about how to make a complaint or raise concerns was available. Staff treated patients who made complaints compassionately.
- The complaint policy and procedures were in line with recognised guidance. The practice learned lessons from individual concerns and complaints and also from analysis of trends. It acted as a result to improve the quality of care.
- The practice recorded verbal complaints in patients' notes but did not include them on the complaints log. This meant that they were unable to use them to identify trends or to share learning across the practice.

Please refer to the Evidence Tables for further information.

Are services well-led?

We rated the practice requires improvement for providing a well-led service.

Leadership capacity and capability

Leaders had the capacity and skills to deliver high-quality, sustainable care.

- Leaders were knowledgeable about issues and priorities relating to the quality and future of services. They understood the challenges and were addressing them.
- Leaders at all levels were visible and approachable. They worked closely with staff and others to make sure they prioritised compassionate and inclusive leadership.
- The practice had effective processes to develop leadership capacity and skills, including planning for the future leadership of the practice and the development of the nursing team.

Vision and strategy

The practice had a clear vision and credible strategy to deliver high quality, sustainable care.

- There was a clear vision and set of values. The practice had a realistic strategy and supporting business plans to achieve priorities.
- Staff were aware of and understood the vision, values and strategy and their role in achieving them.
- The strategy was in line with health and social priorities across the region. The practice planned its services to meet the needs of the practice population.
- The practice monitored progress against delivery of the strategy.

Culture

The practice had a culture of high-quality sustainable care.

- Staff stated they felt respected, supported and valued. They were proud to work in the practice.
- The practice focused on the needs of patients.
- Openness, honesty and transparency were demonstrated when responding to incidents and complaints. The provider was aware of and had systems to ensure compliance with the requirements of the duty of candour.
- Staff we spoke with told us they were able to raise concerns and were encouraged to do so. They had confidence that these would be addressed.
- There were processes for providing all staff with the development they need. This included appraisal and

career development conversations. Most staff received regular annual appraisals in the last year. The practice had identified where staff were overdue for their appraisal and scheduled them in.

- Clinical staff were considered valued members of the practice team. They were given protected time for professional development and evaluation of their clinical work.
- There was a strong emphasis on the safety and well-being of all staff.
- The practice actively promoted equality and diversity and had a policy to support this. Staff had received equality and diversity training. Staff felt they were treated equally.
- There were positive relationships between staff and teams.

Governance arrangements

There were clear responsibilities, roles and systems of accountability to support good governance and management. However, not all systems and processes were effectively implemented.

- The governance and management of partnerships, joint working arrangements and shared services promoted interactive and co-ordinated person-centred care.
- Staff were clear on their roles and accountabilities including in respect of safeguarding and infection prevention and control (IPC). However, not all actions from the IPC audit had been fully implemented.

Managing risks, issues and performance

Not all risks were well managed or subsequent actions recorded appropriately.

- There were systems and process to identify, understand, monitor and address current and future risks including risks to patient safety. However, these were not always effectively implemented or actions recorded or completed. For example infection prevention and control, fire safety assessments, significant event investigations and the recording of actions taken for managing Medicines and Healthcare products Regulatory Agency (MHRA) alerts.
- Clinical audit had a positive impact on quality of care and outcomes for patients. There was clear evidence of action to change practice to improve quality.
- The practice had plans in place and had trained staff for major incidents.

Are services well-led?

- The practice implemented service developments and where efficiency changes were made this was with input from clinicians to understand their impact on the quality of care.

Appropriate and accurate information

The practice acted on appropriate and accurate information.

- Quality and operational information was used to ensure and improve performance. Performance information was combined with the views of patients.
- Quality and sustainability were discussed in relevant meetings where all staff had sufficient access to information.
- The practice used performance information which was reported and monitored.
- The information used to monitor performance and the delivery of quality care was accurate and useful. There were plans to address any identified weaknesses.
- The practice submitted data or notifications to external organisations as required.
- There were robust arrangements in line with data security standards for the availability, integrity and confidentiality of patient identifiable data, records and data management systems.

Engagement with patients, the public, staff and external partners

The practice involved patients, the public, staff and external partners to support high-quality sustainable services.

- A full and diverse range of patients', staff and external partners' views and concerns were encouraged, heard and acted on to shape services and culture. There was an active patient participation group.
- The service was transparent, collaborative and open with stakeholders about performance.

Continuous improvement and innovation

There was evidence of systems and processes for learning, continuous improvement and innovation.

- There was a focus on continuous learning and improvement which including developing the nursing workforce to support the wider healthcare population.
- Staff knew about improvement methods and had the skills to use them.
- Leaders and managers encouraged staff to take time out to review individual and team objectives, processes and performance.

Please refer to the Evidence Tables for further information.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>The registered person had not done all that was reasonably practicable in assessing the risks to the health and safety of service users of receiving the care or treatment and doing all that is reasonably practicable to mitigate any such risks. In Particular:</p> <p>The registered persons failed demonstrate there was an effective system for managing Medicines and Healthcare products Regulatory Agency (MHRA) alerts across the practice. The registered persons failed demonstrate that all risks were being effectively managed. For example, infection prevention and control, fire risk assessments and significant events. This was in breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations</p>
Regulated activity	Regulation
Diagnostic and screening procedures Treatment of disease, disorder or injury	<p>Regulation 17 CQC (Registration) Regulations 2009 Notification of death or unauthorised absence of a person who is detained or liable to be detained under the Mental Health Act 1983</p> <p>The registered person had not done all that was reasonably practicable in assessing the risks to the health and safety of service users of receiving the care or treatment and doing all that is reasonably practicable to mitigate any such risks. In Particular:</p> <p>The registered persons failed demonstrate there was an effective system for managing Medicines and Healthcare products Regulatory Agency (MHRA) alerts across the practice. The registered persons failed demonstrate that all risks were being effectively managed. For example,</p>

This section is primarily information for the provider

Requirement notices

infection prevention and control, fire risk assessments and significant events. This was in breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations