

# Old Hall Surgery

## Inspection report

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Ellesmere Port  
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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 location

Good 

Are services safe?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Old Hall Surgery on 22 January 2019 as part of our inspection programme.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

**We have rated this practice as good overall and good for all population groups.**

We rated the practice as **requires improvement** for providing safe services because:

- There were shortfalls in the required information to demonstrate staff were suitable for employment.
- The practice was not able to show all clinical staff had completed fire safety, adult safeguarding, information governance and infection control training.

We rated the practice as good for providing effective, caring, responsive and well-led services.

We found that:

- The practice reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice monitored patient access to services. There had been a number of changes to the clinicians at the practice but a plan was in place to address this by providing greater continuity.
- The practice organised and delivered services to meet the needs of patients.
- There was a system in place for investigating and responding to patient feedback including complaints.

- There was a focus on continuous learning and improvement at all levels of the organisation.

We saw an area of **outstanding** practice:

Two administrative staff at the practice had developed and kept updated a booklet for patients over 75 which gave useful information about local health and social care services and practical advice such as how to keep healthy over winter and eating well on a budget.

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

- Systems and processes must be in place to ensure specified information is available regarding each person employed and to demonstrate that all staff have received training suitable for their role.

(Please see the specific details on action required at the end of this report).

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

- The security of patient records should be reviewed to protect from risk of damage and inappropriate access.
- Formalise the system for reviewing the practise of clinical staff to ensure consultations, referrals and prescribing are appropriate.
- Evidence of physical and mental suitability of staff for their role to be formally recorded
- Review the safety of prescriptions left in printers overnight or when the clinical rooms are not in use.
- Review the system for ensuring medication reviews are carried out in a timely manner and continue to monitor adherence to the revised procedure.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

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

## Population group ratings

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

## Our inspection team

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

## Background to Old Hall Surgery

Old Hall Surgery is located in Ellesmere Port, Cheshire. Car parking is available close by. The nearest car park is a pay and display car park opposite the practice. On street parking is limited. There is a local bus service and a pharmacy is located close to the practice.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning services, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury. Old Hall Surgery is situated within the West Cheshire Clinical Commissioning Group (CCG) and provides services to 5,733 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The service provider is Old Hall Surgery which has five partner GPs. The partner GPs are partners at other GP practices in the Ellesmere Port area and do not currently work as GPs at Old Hall Surgery. At Old Hall Surgery there are three salaried GPs. An advanced nurse practitioner, practice nurse, health care assistant and a medicines

manager. Clinical staff are supported by a practice manager and reception and administration staff. There is currently no registered manager for the service. The acting manager advised us that an application would be submitted following the inspection. A plan is in place for the current partners to be replaced by two of the salaried GPs from 1 April 2019

The National General Practice Profile states that 97% of the practice population is from a white background. Information published by Public Health England, rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 80 years compared to the national average of 79 years. Female life expectancy is 84 years compared to the national average of 83 years. The majority of patients are within the aged 15 – 64 age group. There are a lower number of patients in paid work or education compared to the CCG and England averages.

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	Regulation 17 HSCA (RA) Regulations 2014 Good governance  The system for carrying out Disclosure and Barring Service (DBS) checks did not ensure appropriate checks were undertaken by the provider prior to employment.  The provider was not able to demonstrate that all staff had received training in fire safety, adult safeguarding, information governance and infection control.
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	