

Drs Mcelroy & Thompson 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 previously carried out an announced comprehensive inspection at Drs Mcelroy & Thompson Surgery on 19 October 2016. The overall rating for the practice was good but required improvement in providing safe services. The full comprehensive report on the 19 October 2016 inspection can be found by selecting the 'all reports' link for Drs Mcelroy & Thompson Surgery

on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 10 March 2017 to confirm that the practice 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 19 October 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as good and good for providing safe services.

Our key findings were as follows:

- The practice had addressed the issues identified during the previous inspection.

- There were improvements in compliance with fire safety and health and safety. For example, action had been taken following a fixed electrical wiring safety risk assessment.

In addition, the practice had made the following improvements:

- There was a system to monitor the storage and use of blank prescription pads used for home visits.
- The practice had completed where practical actions identified in the external infection control audit from April 2016 and work was in progress for the scheduling and monitoring of the cleaning of the premises.
- The practice was aware that documents relating to staff recruitment were to be retained.
- There was a system to ensure all materials in the first aid kit were not kept beyond the expiry date.
- The practice policy and patient information leaflet had been updated and included the correct details of who the patient should complain to if they were dissatisfied with the practice's response to their complaint.
- The practice was aware they needed to treat verbal complaints in the same way as written complaints but had not received any since our last inspection.
- The practice was exploring having a Patient Participation Group (PPG).

Summary of findings

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. The practice had addressed the issues identified during the previous inspection. There were improvements in risk assessments and actions taken to comply with fire safety and health and safety.

In addition, the practice had made the following improvements:

- There was a system to monitor the storage and use of blank prescription pads used for home visits.
- The practice had completed where practical actions identified in the external infection control audit from April 2016 and work was in progress for the scheduling and monitoring of the cleaning of the premises.
- The practice was aware that documents relating to staff recruitment were to be retained.
- There was a system to ensure all materials in the first aid kit were not kept beyond the expiry date.

Good



Drs Mcelroy & Thompson Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

a CQC Lead Inspector.

Background to Drs Mcelroy & Thompson Surgery

Drs Mcelroy & Thompson Surgery is based in Litherland, Merseyside. There were 4750 patients on the practice register at the time of our inspection. The practice is in a deprived area with high unemployment and chronic disease prevalence.

The practice is managed by two GP partners (one male, one female) and there is also a salaried GP. There is one practice nurse and a healthcare assistant. Members of clinical staff are supported by a practice manager, reception and administration staff.

The practice is open 8am to 6.30pm every weekday and offers pre bookable appointments on Monday mornings with the nurse from 7am. Patients requiring a GP outside of normal working hours are advised to contact the GP out of hours service by calling 111.

The practice has a General Medical Services (GMS) contract and has enhanced services contracts which include childhood vaccinations. The practice is part of NHS South Sefton CCG.

Why we carried out this inspection

We undertook a comprehensive inspection of Drs Mcelroy & Thompson Surgery on 19 October 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good but required improvement for providing safe services. The full comprehensive report following the inspection on 19 October 2016 can be found by selecting the 'all reports' link for Drs Mcelroy & Thompson Surgery on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Drs Mcelroy & Thompson Surgery on 10 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.

How we carried out this inspection

The inspector :-

- Carried out a site visit
- Spoke with the practice manager
- Reviewed documents

Are services safe?

Our findings

At our previous inspection on 19 October 2016, we rated the practice as good required improvement for providing safe services as the arrangements in respect complying with fire and health and safety legislation needed improving.

In addition, we found that systems needed improving for the management of:- retaining recruitment records; monitoring the use of blank prescription forms, monitoring expiry dates for materials used in the first aid kit; complying with national guidance for cleaning the practice premises, acting on infection control audits.

These arrangements had significantly improved when we undertook a follow up inspection on 10 March 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and process

Since our last inspection, the practice had carried out a number of risk assessments and action identified as a

result. For example, a Legionella risk assessment and display screen equipment risk assessments for the staff. The practice had carried out remedial work previously identified in a fixed electrical wiring of the premises assessment.

The practice had completed actions identified in the fire risk assessment and had upgraded the emergency lighting and carried out fire drills.

The practice had carried out some actions identified from the last infection control audit. They had also reviewed cleaning schedules.

The practice had not recruited any new members of staff since our last inspection but the practice manager was aware of the need to keep all recruitment information.

There was a system in place to check the expiry dates for the contents of the first aid kit were in date and therefore safe to use.

The use of blank prescription forms for use on home visits was appropriately monitored.