

Dr JJC Marlborough's Practice

Quality Report

Barbara Castleway Health Centre,
Simmons Street,
Blackburn,
BB2 1AX

Tel: 01254 617201

Website: www.themontaguepractice.nhs.uk

Date of inspection visit: 13 October 2016

Date of publication: 24/11/2016

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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Summary of findings

Contents

Summary of this inspection

	Page
Overall summary	2
The five questions we ask and what we found	3
The six population groups and what we found	4
What people who use the service say	6

Detailed findings from this inspection

Our inspection team	7
Background to Dr JJC Marlborough's Practice	7
Why we carried out this inspection	7
How we carried out this inspection	7
Detailed findings	9

Overall summary

Letter from the Chief Inspector of General Practice

This is a focused desk top review of evidence supplied by Dr JJC Marlborough's Practice also known as The Montague Practice for areas within the key question safe.

We found the practice to be good in providing safe services. Overall, the practice is rated as good.

The practice was inspected on 22 June 2016. The inspection was a comprehensive inspection under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (HSCA). At that inspection, the practice was rated 'good' overall. However, within the key question safe, areas were identified as requires improvement, as the practice was not meeting the legislation at that time; Regulation 12 safe care and treatment.

At the inspection in June 2016 we found that; comprehensive and complete pre-employment and

recruitment records were not maintained for all staff. The system for the management of emergency medicines and associated items was not effective and documentation in place to control the administration of medicines did not consistently detail required authorisations.

The practice supplied an action plan and a range of documents which demonstrated they are now meeting the requirements of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

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.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to safe care and treatment since the inspection carried out in June 2016.

Evidence supplied included copies of weekly stock check lists and expiry dates of all single use items. The practice manager held a file of Patient Group Directives (PGD). All PGDs were signed by the clinician and the authorising manager. Arrangements were in place to ensure single use equipment was checked to ensure it was within its expiry date. Recruitment procedures had been reviewed to ensure the required pre-employment checks were carried out.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection in June 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection in June 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services responsive to people's needs?

The practice is rated as good for providing responsive services.

This rating was given following the comprehensive inspection in June 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services well-led?

The practice is rated as good for providing well-led services.

This rating was given following the comprehensive inspection in June 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

The practice is rated as good for the care of older people.

This rating was given following the comprehensive inspection in June 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



People with long term conditions

The practice is rated as good for the care of people with long term conditions.

This rating was given following the comprehensive inspection in June 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Families, children and young people

The practice is rated as good for the care of families, children and young people.

This rating was given following the comprehensive inspection in June 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Working age people (including those recently retired and students)

The practice is rated as good for the care of working age people (including those recently retired and students).

This rating was given following the comprehensive inspection in June 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable.

This rating was given following the comprehensive inspection in June 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Summary of findings

People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia).

This rating was given following the comprehensive inspection in June 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Summary of findings

What people who use the service say

As part of this focused desk top review we did not speak to any people who use the service.

Dr JJC Marlborough's Practice

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector reviewed and analysed the documentary evidence submitted.

Background to Dr JJC Marlborough's Practice

Dr JJC Marlborough's Practice (also known as The Montague Practice) is located, with several other GP practices and health care providers, in a large purpose built health centre close to the centre of Blackburn. The building is well designed and spacious with good facilities for those with limited mobility and a car park is available for the use of patients.

The practice delivers services under a Personal Medical Services (PMS) contract with NHS England to approximately 6200 patients, and is part of the NHS Blackburn with Darwen Clinical Commissioning Group (CCG).

Male and female life expectancy in the practice geographical area is comparable to the CCG averages but slightly below the England average for males at 76 years and 81 years for females (England average 79 and 83 years respectively). Age groups and population groups within the practice population are comparable with CCG and national averages.

Information published by Public Health England rates the level of deprivation within the practice population group as two on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice is staffed by two GP partners (one male and one female) and a salaried GP (female). The GPs are supported by an advanced nurse practitioner, a practice nurse and an assistant practitioner. Clinical staff are supported by a practice manager and five administration and reception staff.

The practice is open between 8.30am to 6.30pm Monday to Friday. In addition to pre-bookable appointments that could be booked up to six weeks in advance, urgent appointments are also available for people that need them. When the practice is closed Out of Hours services are provided by East Lancashire Medical Services and can be contacted by telephoning NHS 111.

The practice provides online patient access that allows patients to book appointments and order prescriptions.

Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 22 June 2016. This inspection was a planned focused desk top review to check whether the provider had taken the required action and was now meeting the legal requirements and regulations associated with the Health

Detailed findings

and Social Care Act 2008 (Regulated Activities) Regulations 2010, now amended by the current legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

How we carried out this inspection

At the inspection in June 2016, we found that areas within the key question safe required improvement. Following the

inspection the practice supplied an action plan with timescales telling us how they would ensure they met Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

In line with their agreed timescale the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to safe care and treatment.

We reviewed this information and made an assessment of this against the regulations.

Are services safe?

Our findings

The practice is rated as good for providing safe services.

When the practice was inspected on 22 June 2016 we found appropriate recruitment checks had not consistently been undertaken prior to employment. For example, we did not see records to demonstrate proof of identification, references or interview records for a clinician employed within the practice. In addition records indicated the practice had placed reliance on checks completed by previous employers through the Disclosure and Barring Service.

We found a number of out of date single use needles and syringes available for use within the practice and one emergency medicine that was not stored in accordance with current requirements. We also found stocks of a controlled medicine (medicine that requires extra checks and special storage because of their potential misuse) that had expiration dates ranging from March 2010 to December 2015.

Patient Group Directions had been adopted by the practice to allow nurses to administer medicines in line with legislation but we found these were not consistently authorised.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to fit and proper persons employed since the inspection carried out in June 2016.

The practice provided records for the most recently employed member of staff. This showed that a Disclosure and Barring Service check (DBS) had been requested and received as required. In addition the practice manager had carried out the required recruitment checks for the returning member of staff this included obtaining references from previous employers.

The practice manager told us that safe care and treatment was a regular agenda item at the monthly practice meetings. We saw copies of minutes demonstrating that safe care and treatment was discussed on a regular basis.

A named member of staff had been nominated to check stocks and expiry dates of all single use items on weekly basis. The advanced nurse practitioner (ANP) was responsible for itemising and carrying out a stock check of emergency medicines within the practice. The practice provided copies of completed check lists to demonstrate regular checks were being carried out on stocks of medicines and single use equipment such as syringes.

The information supplied demonstrated that the practice was meeting the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Regulation 12 safe care and treatment.

Are services effective?

(for example, treatment is effective)

Our findings

Please note this is a focused desk top review of safe care and treatment within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

Are services caring?

Our findings

Please note this is a focused desk top review of safe care and treatment within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Please note this is a focused desk top review of safe care and treatment within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

Our findings

Please note this is a focused desk top review of safe care and treatment within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>