

Hagley Surgery

Inspection 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 location

Good 

Are services safe?

Good 

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Hagley Surgery on 4 October 2017. The practice was rated as good overall, but required improvement for providing safe services. The full comprehensive report on the October 2017 inspection can be found by selecting the 'all reports' link for Hagley Surgery on our website at www.cqc.org.uk.

This inspection was a follow up focused inspection carried out on 9 May 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulations that we identified in our previous inspection on 4 October 2017. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is rated as good.

Our key findings were as follows:

- All patient safety alerts and drug alert updates were logged on a spreadsheet and hard copies were also kept.
- All uncollected prescriptions were passed to a GP for action.
- The system for storing emergency medicines had been simplified and written risk assessments had been carried out.
- Minutes of all meetings contained a full account of discussions, decisions and learning outcomes, so that there was a clear audit trail.

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

The follow up focused inspection was led by a CQC Lead Inspector supported by a GP specialist advisor.

Background to Hagley Surgery

Hagley Surgery is registered with the Care Quality Commission as a partnership provider. The practice holds a General Medical Services (GMS) contract with NHS England. The GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities. At the time of our inspection Hagley Surgery was providing care to 7,986 patients. The patient list size was growing steadily with a 12% increase in the last 36 months. The practice has a higher prevalence of older patients: 23% are aged 65 and over.

The practice is one of six locations which make up the Wyre Forest Health Partnership (WFHP). Functions such as human resources and finance are undertaken by WFHP staff. Policies, protocols and clinical templates are set at organisational level, but tailored to individual sites. Many of the governance and oversight responsibilities are undertaken by the WFHP. For example, performance monitoring is co-ordinated and directed by WFHP staff.

Hagley Surgery is located in a purpose-built building in the centre of Hagley, Worcestershire. An extension which provided two additional clinical rooms was added in July 2017. All patient consultations are carried out on the ground floor. The premises is suitable for patients with disabilities: it has disabled ramp access, automatic door entry with disabled low level push button control, a low

level reception counter and disabled toilets. Disabled parking spaces are available. There is also a lift to the first floor to enable disabled access. Children's books and a play table are available in the reception area. Car parking is available on site and there is easy access to bus stops and Hagley railway station.

There are four GP partners and one salaried GP. The GPs are supported by a pharmacist, a site manager, an advanced nurse practitioner, four practice nurses, two healthcare assistants and reception and administrative teams.

Hagley Surgery is an approved teaching practice for final year medical students from the University of Birmingham.

The practice is open from 7.45am until 7pm on every weekday (apart from bank holidays). The practice is closed at weekends. Additional hours are provided by the WFHP on Tuesdays and Thursdays from 6.30pm until 8.30pm at a hub in Kidderminster Medical Centre. Appointments for these additional hours are booked via the reception staff at Hagley Surgery.

When the practice is closed, patients are directed to the NHS 111 service. OOH services are provided by Care UK.

Details of the practice can be found at .

Why we carried out this inspection

We undertook a comprehensive inspection of Hagley Surgery on 4 October 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall, but was rated as requires improvement for providing safe services. The full comprehensive report following the inspection in October 2017 can be found by selecting the 'all reports' link for Hagley Surgery on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Hagley Surgery on 9 May 2018. 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.

Are services safe?

At our previous inspection on 4 October 2017, we rated the practice as requires improvement for providing safe services as the arrangements in respect of recording and actioning alerts from the Medicines and Healthcare products Regulatory Agency (MHRA) were not adequate.

These arrangements had significantly improved when we undertook a follow up inspection on 9 May 2018. The practice is now rated as good for providing safe services.

Safety systems and processes

We saw that a lock had been fitted to the storage bin that was used for clinical waste awaiting collection, so that it was securely stored.

Safe and appropriate use of medicines

Emergency medicines were now stored on the same floor and in two locations instead of three. All medicines considered appropriate for the emergency treatment of cardiac arrest were stored with the defibrillator. The remaining emergency medicines were stored nearby in a locked cupboard and all staff knew the location of the key. Written risk assessments were provided which gave the rationale for the location of emergency medicines.

A system had been introduced to ensure that all prescriptions which had not been collected within one

month of issue were passed to a GP for review. The prescription clerk kept a folder for uncollected prescriptions for the GP to review. We saw the uncollected prescriptions protocol, which included a flowchart to aid the decision process. GPs used a short cut key on the clinical computer system to input their choice of action on a template. The action was automatically read coded in the patient's medical record and could be audited.

Lessons learned and improvements made

A comprehensive log was maintained of all alerts received and action taken. Hard copies were also kept. Three GPs and the site manager received the monthly drug safety updates from the Medicines and Healthcare products Regulatory Agency (MHRA) which were then discussed at the next partners' meeting. A GP was the designated lead for checking daily for new alerts. At our last inspection in October 2017, the recording of alerts ended in January 2017. We saw evidence that all alerts received since January 2017 had been logged and actioned as appropriate. We viewed minutes of meetings where discussion of alerts was recorded, together with a note of action taken.

A comprehensive safety alert protocol and procedure detailed the procedure to be followed on receipt of alerts.