

South Reading 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

Are services safe?

Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced inspection of South Reading Surgery on 7 April 2017. This was to follow up on a warning notice the Care Quality Commission served following an announced comprehensive inspection on 11 January 2017 when the practice was placed into special measures.

The warning notice was served relating to regulation 12: Safe care and treatment of the Health and Social Care Act 2008. The timescale given to meet the requirements of the warning notice was 31 March 2017.

The January 2017 inspection highlighted several areas where the provider had not met the standards of regulation 12. These included:

- Emergency medicines held did not include some medicines required for emergency situations. Emergency equipment also had items missing or out of date.
- The practice was not complying with legal requirements relating to the health care assistant administering vaccines under a patient specific direction (PSD).

- The records of monitoring fridge temperatures were incomplete and showed occasions where the temperature had exceeded the upper recommended limit of eight degrees Celsius.

At this inspection in April 2017 we found that actions had been taken to address the emergency medicines and equipment and the PSDs. There were still concerns over the fridge temperature recording logs. Specifically, the practice had;

- Decided to stop administration of patient specific directions by the health care assistant and offer further training. Documentation of PSDs administered until February 2017 showed they had been offered in line with current legislation.
- Reviewed the emergency medicines and equipment and ensured they were regularly checked. The practice had reviewed the emergency medicines required and made arrangements to add these to the grab bag.
- Implemented a new recording form for documenting daily fridge temperature checks for the fridge in the main building. The fridge had been checked twice a day for every day the practice was open. However, there were still some breaches of the cold chain (exceeding eight degrees Celsius) on 16 occasions, since the last inspection in January 2017, which the

Summary of findings

practice had failed to escalate. The practice informed us they were working to new temperature parameters which was different to public health England (PHE) recommended guidelines for safe storage temperatures. However, the practice cold chain policy was in line with PHE guidelines.

- The fridge temperature recording in the portakabin treatment room remained inconsistently logged with gaps of up to three days on 14 occasions since the last inspection in January 2017. The practice had informed CQC they had removed the fridge since the inspection in April 2017 as it was no longer in use.

Areas where the practice must improve:

- Ensure all fridges used for storage of medicines remain within the correct temperature parameters and breaches outside these temperatures are escalated according to policy.

We have focused on the warning notice findings in respect of the safe domain and have not re-rated South Reading Surgery. The full report published on 16 March 2017 should be read in conjunction with this report.

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?

During our inspection in April 2017 we found the practice had made some improvements to the provision of safe care and treatment. However, there were still concerns with the fridge temperature recording. Specifically, the practice had;

- Decided to stop administration of patient specific directions by the health care assistant and offer further training.
Documentation of PSDs administered until February 2017 showed they had been offered in line with current legislation.
- Reviewed the emergency medicines and equipment and ensured they were regularly checked to ensure they were in date and fit for purpose.
- Implemented a new recording form for documenting daily fridge temperature checks for the fridge in the main building. The fridge had been checked twice a day for every day the practice was open. However, there were still some breaches of the cold chain (exceeding eight degrees Celsius) on 16 occasions, since the last inspection in January 2017, which the practice had failed to escalate. The practice informed us they were working to new temperature parameters and were unaware of public health England recommended guidelines for safe storage temperatures.
- The fridge temperature recording in the portakabin treatment room remained inconsistently logged with gaps of up to three days on 14 occasions since the last inspection in January 2017. The practice had informed CQC they had removed the fridge since the inspection in April 2017 as it was no longer in use.

South Reading Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

This follow up inspection was conducted by a CQC inspector

Background to South Reading Surgery

South Reading Surgery is one of two surgeries managed by South Reading and Shinfield Group Medical Practice. South Reading Surgery has a different contract arrangement to Shinfield Medical Centre but shares its policies and procedures and staff work across both sites. Patients registered at South Reading can be seen at Shinfield Medical Centre if they prefer or if an earlier appointment is available.

South Reading Surgery is located within a converted two-storey house in a residential area of Reading. It is one of the practices within South Reading Clinical Commissioning Group and provides GP services to over 5,000 patients. According to data from the Office for National Statistics, Reading population demographics show a medium level of economic deprivation with pockets of low deprivation within the practice boundary. There is a higher percentage of unemployed patients compared to local and national averages. Ethnicity based on demographics collected in the 2011 census shows the population of Reading is predominantly White British with 13% of the practice population composed of patients with an Asian background and 10% from other non-white ethnic backgrounds.

South Reading Surgery has a two-storey main building and a permanent portakabin behind it. The portakabin is only

accessible from outside and has a ramp for disabled access. There is one consultation room and one treatment room on the ground floor of the main building and one consultation room and one treatment room in the portakabin. There are dedicated reception areas and toilet facilities available in both buildings. The practice also provides GP services to two local nursing homes, with approximately 120 patients being looked after by the practice.

There are two full time GP partners (both female) and three salaried GPs (one female, two male) offering a whole time equivalent (WTE) of 2.13 GPs. The nursing team consists of one full time practice nurse and a full time healthcare assistant (HCA) (both female). Both the nurse and HCA work across both practice sites with the nurse providing three days and HCA one day per week at South Reading Surgery. The day to day management of the practice is supported by a team of administration staff including an interim practice manager, an assistant practice manager, two medical secretaries, an operational assistant, an administrator and ten receptionists.

The practice is open between 8am and 6.30pm Monday to Friday. Appointments are from 8.30am to 11.30am every morning and 3.50pm to 5.50pm daily. Extended hours appointments for face-to-face consultations are offered on Monday evenings from 6.30pm to 7.30pm and alternate Saturdays from 8.30am until 11.30am. The practice have opted out of providing out of hours cover. This is provided by Westcall by calling the NHS 111 number.

All services are provided from:

South Reading Surgery, Whitley Wood Road, Reading, Berkshire, RG2 8LE

Patients can also access services at:

Shinfield Medical Centre, School Green, Shinfield, Reading, Berkshire, RG2 9EH

Detailed findings

Why we carried out this inspection

We undertook a comprehensive inspection of South Reading Surgery on 11 January 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as inadequate. The full comprehensive report following the inspection in January 2017 can be found by selecting the 'all reports' link for South Reading Surgery on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of South Reading Surgery on 7 April 2017. This inspection was carried out to review in detail the actions taken by the practice in relation to the warning notice issued by the CQC and to confirm that the practice was now meeting legal requirements.

How we carried out this inspection

During our visit we:

- Viewed the emergency medicines and equipment and the monthly log of checks.
- Discussed the patient specific directions (PSDs) process with the practice manager and viewed documents relating to PSDs
- Viewed the fridge temperature logs for January 2017 to April 2017.

Are services safe?

Our findings

At our previous inspection on 11 January 2017, we issued a warning notice for safety as the arrangements in respect of emergency medicines and equipment, fridge temperature logs and administration of patient specific directions were not adequate;

- Emergency medicines held did not include some medicines required for some emergency situations. Emergency equipment also had items missing or out of date.
- The practice was not complying with legal requirements relating to the health care assistant administering vaccines under a patient specific direction (PSD).
- The records of monitoring fridge temperatures were incomplete and showed occasions where the temperature had exceeded the upper recommended limit of eight degrees Celsius.

During the April 2017 inspection, we reviewed the requirements of the warning notice issued on 10 February 2017 following the inspection in January 2017. We found the arrangements for emergency medicines and equipment and PSDs had improved. However, fridge temperature logs still required improvement.

Overview of safety systems and process

- At the April 2017 inspection we found the practice had decided to discontinue PSDs administered by the health care assistant since February 2017. We reviewed a sample of PSDs that had been administered by the HCA up until February 2017 and found they had been documented individually and with a prescriber's signature. This showed they had administered PSDs in line with legislation. They had also decided to offer the HCA further training before they recommenced PSD administration later in the year.

- During this inspection we found the practice had improved the daily recording for the fridge in the main building, with the temperatures being recorded twice daily every day the practice was open. However, we noted a further 16 occasions where the documented temperature had exceeded eight degrees Celsius between 26 January 2017 and 7 April 2017.
- The practice advised us they had commenced using a new set of temperature parameters based on information they had received from a pharmaceutical company they purchased some vaccines from. They had decided to use the parameters of between three degrees Celsius and nine degrees Celsius. This was against the practice's own cold chain policy which stated public health England recommended temperatures (between two degrees Celsius and eight degrees Celsius).
- There were gaps in the recording log of up to three days on 14 occasions between 12 January 2017 and 7 April 2017 for the fridge in the portakabin treatment room although we noted there had been no cold chain breaches. The practice told us after the inspection they had removed this fridge from use as it was used as an overflow fridge and was not currently in use.

Arrangements to deal with emergencies and major incidents

- At the April 2017 inspection we found the practice had reviewed their emergency medicines and equipment. They now had emergency medicines in stock for a variety of medical emergencies including anaphylaxis (a severe allergic reaction). No risk assessment was required as they had decided to stock all medicines required in an emergency.
- All the emergency equipment required was in place and was checked regularly to ensure it was in date and fit for use.

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 were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>The registered person did not do all that was reasonably practicable to assess, monitor, manage and mitigate risks to the health and safety of service users.</p> <ul style="list-style-type: none">• They had failed to identify the risks associated with fridge temperature parameters being outside recommended guidance.• Cold chain breaches had not been escalated accordingly and were against practice policy. <p>This was in breach of regulation 12(1)(2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	