

Ewood Medical Centre

Quality Report

Ewood Medical Centre
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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 carried out an announced comprehensive inspection at Ewood Medical Centre on 30 September 2016. The overall rating for the practice was good. However, the practice was rated as requires improvement for the key question of safe. The full comprehensive report on the September 2016 inspection can be found by selecting the 'all reports' link for Ewood Medical Centre on our website at www.cqc.org.uk.

This inspection was an desk-based review carried out on 27 June 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach to regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 that we identified in our previous inspection on 30 September 2016. This report covers our findings in relation to those requirements.

Overall the practice is now rated as Good.

Our key findings were as follows:

- Our previous inspection found that clinical waste was not being stored in line with practice policy. As

part of this desk based inspection the provider demonstrated that clinical waste including waste in sharps bins was now securely stored in locked rooms to ensure it was not accessible to patients.

- Our September 2016 inspection found that the monitoring of vaccine fridge temperatures was not thorough. For this inspection the practice shared evidence with us that data loggers were now being used to ensure effective monitoring of vaccine fridge temperatures.
- In September 2016 we found systems to monitor stock of single use items and blank prescription paper were not comprehensive. We saw during this follow up inspection that more comprehensive systems had been implemented to monitor stock levels of single use items held on site as well as the location of blank prescription pads.
- In September 2016 documentation relating to risk management did not always indicate whether mitigating actions had been put in place. During this inspection we was updated documentation relating to risk management activity that clearly recorded timescales and completed dates for any mitigating actions necessary.

Summary of findings

As a result of the improvements the practice has made, it is now rated as good for providing safe services.

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 September 2016.

Evidence supplied included:

- Evidence that clinical waste including waste in sharps bins was now securely stored in locked rooms to ensure it was not accessible to patients.
- Evidence that data loggers were now being used to ensure effective monitoring of vaccine fridge temperatures.
- Evidence that more comprehensive systems had been implemented to monitor stock levels of single use items held on site as well as the location of blank prescription pads.
- Documentation relating to risk management activity that clearly recorded timescales and completed dates for any mitigating actions necessary.

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 provider had resolved the concerns for safe practice identified at our inspection on 30 September 2016 which applied to everyone using this practice, including this population group. The overall population group ratings have not been impacted and the rating for this group remains the same. The specific findings relating to this population group can be found by selecting the 'all reports' link for Ewood Medical Centre on our website at www.cqc.org.uk.

Good



People with long term conditions

The provider had resolved the concerns for safe practice identified at our inspection on 30 September 2016 which applied to everyone using this practice, including this population group. The overall population group ratings have not been impacted and the rating for this group remains the same. The specific findings relating to this population group can be found by selecting the 'all reports' link for Ewood Medical Centre on our website at www.cqc.org.uk.

Good



Families, children and young people

The provider had resolved the concerns for safe practice identified at our inspection on 30 September 2016 which applied to everyone using this practice, including this population group. The overall population group ratings have not been impacted and the rating for this group remains the same. The specific findings relating to this population group can be found by selecting the 'all reports' link for Ewood Medical Centre on our website at www.cqc.org.uk.

Good



Working age people (including those recently retired and students)

The provider had resolved the concerns for safe practice identified at our inspection on 30 September 2016 which applied to everyone using this practice, including this population group. The overall population group ratings have not been impacted and the rating for this group remains the same. The specific findings relating to this population group can be found by selecting the 'all reports' link for Ewood Medical Centre on our website at www.cqc.org.uk.

Good



People whose circumstances may make them vulnerable

The provider had resolved the concerns for safe practice identified at our inspection on 30 September 2016 which applied to everyone using this practice, including this population group. The overall

Good



Summary of findings

population group ratings have not been impacted and the rating for this group remains the same. The specific findings relating to this population group can be found by selecting the 'all reports' link for Ewood Medical Centre on our website at www.cqc.org.uk.

People experiencing poor mental health (including people with dementia)

The provider had resolved the concerns for safe practice identified at our inspection on 30 September 2016 which applied to everyone using this practice, including this population group. The overall population group ratings have not been impacted and the rating for this group remains the same. The specific findings relating to this population group can be found by selecting the 'all reports' link for Ewood Medical Centre on our website at www.cqc.org.uk.

Good



Summary of findings

Ewood Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector reviewed and analysed the documentary evidence submitted.

Background to Ewood Medical Centre

Ewood Medical Centre is registered with the Care Quality Commission (CQC) to provide primary medical services. The practice provides a comprehensive range of services including minor surgery to approximately 4800 patients from two sites:

- Main surgery: Ewood Medical Centre, Bolton Road, Blackburn, BB2 4HY. This medical centre is converted from two mid terraced houses with consulting rooms on the ground and first floor levels.
- Branch surgery: Larkhill Surgery, Cleaver Street, Blackburn, BB1 5DG. This surgery occupies a single level commercial property previously used as a pharmacy.

The practice delivers services under a General Medical Services (PMS) contract with NHS England, and is part of the NHS Blackburn with Darwen Clinical Commissioning Group (CCG). The average life expectancy of the practice population is comparable to the CCG average and below the national average for males at 76 years compared to 76 years and 79 years respectively. Life expectancy for females is also comparable to the CCG average and below the national average at 81 years (CCG 80 years and national average 83 years). 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 three 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 (both male) and one salaried GP (female). The GPs are supported by two practice nurses. Clinical staff are supported by a practice manager and nine administration and support staff.

All patients are able to access services at either surgery location and the opening times for surgeries within the practice are as follows:

- Ewood Medical Centre: 8am – 6.30pm Monday to Friday with the exception of Thursday when the surgery closes at 1pm but telephone lines continue to manage calls until 6.30pm.
- Larkhill Surgery: 8am – 6pm Monday to Friday with the exception of Wednesday when the surgery closes at 5pm.
- Both surgeries offer extended hours on a Tuesday from 6.30pm – 7.30pm.

In addition to pre-bookable appointments that can be booked up to four 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.

Detailed findings

Why we carried out this inspection

We undertook a comprehensive inspection of Ewood Medical Centre on 30 September 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall, with the key question of safe rated as requires improvement. We issued a requirement notice to the practice in respect of a breach to regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This breach was due to gaps in systems and processes around risk management. The full comprehensive report following the inspection on September 2016 can be found by selecting the 'all reports' link for Ewood Medical Centre on our website at www.cqc.org.uk.

We undertook a follow up desk-based focused inspection of Ewood Medical Centre on 27 June 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

We carried out a desk-based focused inspection of Ewood Medical Centre on 27 June 2017. This involved reviewing evidence that:

- The registered person had effective systems and processes to enable them to identify, assess and mitigate risks to the health, safety and/or welfare of service users and others. For example:
 - The systems, processes and associated records for the management of clinical waste, single use items, blank prescription forms and refrigerator temperatures were effective.
 - Risk management activity was undertaken consistently at both practice sites and that all identified risks were considered or mitigated in a timely manner.

Are services safe?

Our findings

At our previous inspection on 30 September 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of risk management were not fully comprehensive.

These arrangements had improved when we undertook a follow up inspection on 27 June 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and process

At our previous inspection in September 2016, we found that:

- The practice was not consistently managing and storing clinical waste, including sharps bins, in line with its policy.
- The monitoring of fridge temperatures where vaccines were stored was not always managed effectively.
- Stocks of single use items used by the practice were not always managed effectively; we identified some stock held was beyond its expiry date.
- While blank prescription pads were securely stored, a recently implemented system to monitor their use did not contain sufficient information to identify where specific forms were located once distributed.

For this desk-based review, the practice provided photographic evidence demonstrating that sharps bins and clinical waste were now stored securely in a room with a key-pad lock to ensure they were not accessible to patients.

The practice had acquired a new data logger for each of the vaccine fridges since our previous visit, and provided us with copies of the temperature logs, demonstrating temperatures were recorded at 15 minute intervals.

We were shown evidence that the practice had implemented a thorough inventory of both single use items and vaccines held on site. This inventory included the expiry date of stock to facilitate effective stock control and monitoring.

For the desk-based review the practice was able to provide evidence of a comprehensive log of blank prescription pads for both the main and branch surgery, which indicated the specific room location of each batch of prescriptions.

Monitoring risks to patients

At our previous inspection in September 2016, we found that:

- While risks to patients and staff were generally well managed, records documenting risks did not always include actions taken and dates these were completed.

However, for this desk based review the practice supplied evidence of updated risk management documentation which clearly stated timescales and completion dates for any mitigating actions necessary.