

Dr Howard and Partners

Quality Report

Pemberley Surgery,
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Date of inspection visit: 7 February 2017

Date of publication: 21/03/2017

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 Dr Howard and Partners on 21 June 2016. The overall rating for the practice was good, however a breach of legal requirements was found. After the comprehensive inspection, the practice wrote to us and submitted an action plan outlining the actions they would take to meet legal requirements in relation to;

- Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 – safe care and treatment.

From the inspection on 21 June 2016, the practice were told they must:

- Ensure a robust system is implemented to ensure that safety alerts are actioned appropriately by a suitably trained and competent person. Records of alerts received and action taken must be kept to demonstrate compliance.

In addition, the practice were told they should:

- Develop systems to identify and support more carers in their patient population.
- Continue to monitor recently adopted procedures for managing blank prescriptions.

The full comprehensive report on the June 2016 inspection can be found by selecting the 'all reports' link for Dr Howard and Partners on our website at www.cqc.org.uk.

This inspection was a focused follow up carried out on 7 February 2017 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 21 June 2016. This report covers our findings in relation to those requirements and improvements made since our last inspection.

Overall the practice is now rated as good.

Our key findings were as follows:

- Systems had been improved to ensure that appropriate action was taken in response to safety alerts to reduce risks to patient safety. Records of alerts received and action taken were kept securely.
- Blank prescription forms were stored securely and processes were in place to record and track prescriptions within the practice.
- The practice had identified 180 patients as carers (2%) and was actively working to support them.

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?

At our comprehensive inspection on 21 June 2016, we identified a breach of legal requirement.

- Improvements were needed to processes and procedures to ensure the practice provided safe services, in particular the practice did not have a system for managing safety alerts and were unable to demonstrate that they were actioned appropriately by a suitably trained and competent person. Records of alerts received and action taken were not available.

During our desk based review on 7 February 2017 we found the practice had taken action to improve and the practice is rated as good for providing safe services.

- Systems had been improved to ensure that appropriate action was taken in response to safety alerts to reduce risks to patient safety. Records of alerts received and action taken were kept securely.

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

Following our comprehensive inspection on 21 June 2016 we rated the practice as good for the population group of older people. We did not review any evidence during our desk based review to alter this rating.

Good



People with long term conditions

Following our comprehensive inspection on 21 June 2016 we rated the practice as good for the population group of people with long-term conditions. We did not review any evidence during our desk based review to alter this rating.

Good



Families, children and young people

Following our comprehensive inspection on 21 June 2016 we rated the practice as good for the population group of families, children and young people. We did not review any evidence during our desk based review to alter this rating.

Good



Working age people (including those recently retired and students)

Following our comprehensive inspection on 21 June 2016 we rated the practice as good for the population group of working age people (including those recently retired and students). We did not review any evidence during our desk based review to alter this rating.

Good



People whose circumstances may make them vulnerable

Following our comprehensive inspection on 21 June 2016 we rated the practice as good for the population group of people whose circumstances may make them vulnerable. We did not review any evidence during our desk based review to alter this rating.

Good



People experiencing poor mental health (including people with dementia)

Following our comprehensive inspection on 21 June 2016 we rated the practice as good for the population group of people experiencing poor mental health (including people with dementia). We did not review any evidence during our desk based review to alter this rating.

Good



Dr Howard and Partners

Detailed findings

Our inspection team

Our inspection team was led by:

The focused follow up inspection was undertaken by a CQC Inspector.

Background to Dr Howard and Partners

Dr Howard & Partners is also known as Pemberley Surgery and provides a range of primary medical services, including minor surgical procedures from its location on Pemberley Avenue on the periphery of Bedford town centre. The practice holds a General Medical Services (GMS) contract for providing services, which is a nationally agreed contract between general practices and NHS England for delivering general medical services to local communities.

The practice serves a population of approximately 9,500 patients with higher than average populations of females aged 45 to 49 years and higher than average populations of males aged 65-69 years. There are 36 local residential, care and nursing homes with patients registered at the practice. The practice population is largely White British. National data indicates the area served is one of average deprivation in comparison to England as a whole.

The clinical team consists of two female and four male GP partners, two GP registrars two trainee doctors, one nurse practitioner, four practice nurses and a health care assistant. (GP registrars are qualified doctors training to become GPs). The team is supported by a practice manager and a team of administrative staff.

The practice operates from a three storey converted property and patient consultations and treatments take place on the ground level and first floor. There is a car park to the rear of the surgery for staff, with designated disabled parking available for patients.

Dr Howard & Partners is open between 8am and 6.30pm Monday to Friday. In addition, pre-bookable appointments are available from 7am on Tuesdays and on Thursday evenings until 7.30pm.

The out of hours service is provided by BEDOC (Bedfordshire Doctors On Call) and can be accessed via the NHS 111 service. Information about this is available in the practice and on the practice website and telephone line.

Why we carried out this inspection

We undertook a comprehensive inspection of Dr Howard and Partners on 21 June 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good. The full comprehensive report following the inspection on Month Year can be found by selecting the 'all reports' link for Dr Howard and Partners on our website at www.cqc.org.uk.

We undertook a focused follow up inspection of Dr Howard and Partners on 7 February 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.

Detailed findings

How we carried out this inspection

We carried out a focused follow up inspection of Dr Howard and Partners on 7 February 2017. This involved reviewing evidence that:

- An effective system was in place for managing safety alerts.

- Blank prescriptions were securely stored and managed appropriately.
- The practice was actively working to identify and support carers within its patient population.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Are services safe?

Our findings

At our previous inspection on 21 June 2016, we rated the practice as requires improvement for providing safe services as the practice did not have an effective system for managing safety alerts and were unable to demonstrate that alerts were received and actioned appropriately by a suitably trained and competent person. Records of alerts received and action taken were not available.

- Systems had been improved to ensure that appropriate action was taken in response to safety alerts to reduce risks to patient safety. Records of alerts received and action taken were kept securely.

These arrangements had significantly improved when we undertook a focussed follow up inspection on 7 February 2017. The practice is now rated as good for providing safe services.

Safe track record and learning

We reviewed safety records, incident reports, MHRA (Medicines and Healthcare products Regulatory Agency) alerts, patient safety alerts and minutes of meetings where these were discussed. Alerts were received by a named member of staff and appropriate action was taken as a

matter of priority. We saw evidence that lessons learnt were shared and action was taken to improve safety in the practice. For example, we saw that an alert was received regarding possible contraindications of using specific medications in patients suffering from heart failure. The lead GP reviewed the alert and was satisfied that the practice's existing systems were adequate to ensure patient safety. The alert was shared with all clinicians as a reminder. The practice maintained paper records of alerts received and action taken in response to them. In addition electronic records were kept on the practice's shared computer drive to enable all staff to refer to them with ease.

We saw evidence that the practice had actioned all historic alerts appropriately and the lead GP for managing medicines alerts had provided training and information to the clinical team to ensure they were up to date with relevant guidance. In addition, the lead GP had developed a system for running regular searches of electronic patient information, to ensure risks to patients were reduced.

Overview of safety systems and processes

- Blank prescription forms and pads were securely stored and there were systems in place to monitor their use.