

The Range Medical Centre Desk based review

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

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 The Range Medical Centre on the 24 November 2016. At the inspection in November 2016 the overall rating for the practice was good, although the key question safe was rated requires improvement. We found improvements were needed in relation to staff recruitment, systems to monitor expiry dates of vaccines, information governance in relation to locum staff and the management of some risks in relation to Control of Substances Hazardous to Health (COSHH) regulations. In addition we identified that not all staff files demonstrated evidence that an induction had been completed.

The full comprehensive report on the November 2016 inspection can be found by selecting the 'all reports' link for The Range Medical Centre on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on the 16 March 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the two breaches in regulation that we identified in our previous inspection on 24 November 2016. This report covers our findings in relation to those requirements.

The practice is now rated good for all key questions and the overall rating remains good.

Our key findings were as follows:

- At our previous inspection in November 2016 we found some staff files did not contain all the required recruitment documentation. The practice supplied evidence to demonstrate all staff recruitment files had been reviewed and a matrix of records held for each staff member was established.
- The practice had introduced induction training record sheets for both clinical and non clinical staff and completed copies of these for both a GP and non clinical staff member were provided to demonstrate their use.
- Systems had also improved to ensure locum GPs had specific logins and passwords to use on the patient electronic record system.
- Data sheets were now available at the practice for all substances such as cleaning agents used at the practice. This ensured compliance with COSHH regulations.
- At the previous inspection in November 2016 we noted six vaccines, held in one of the practice's vaccines fridges had passed their expiry date. The practice had reviewed their policy on the monitoring of vaccines and had improved how expired vaccines were disposed of. Records supplied demonstrated the practice's policy was implemented appropriately.

Professor Steve Field (CBE FRCP FFPH FRCGP)
Chief Inspector of General Practice

The Range Medical Centre Desk based review

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector reviewed and analysed the documentation submitted to us by the practice.

Background to The Range Medical Centre Desk based review

The Range Medical Centre (121 Withington Road, Manchester, M16 8EE) is part of the NHS Manchester Clinical Commissioning Group (CCG) and provides services to approximately 8128 patients under a General Medical Services contract with NHS England.

Information published by Public Health England rates the level of deprivation within the practice population group as level one on a scale of one to 10. Level one represents the highest levels of deprivation and level 10 the lowest. Male and female life expectancy in the practice geographical area is 74 years for males and 80 years for females, both of which are below the national average of 79 years and 83 years respectively. The number of patients in the different age groups on the GP practice register is generally similar to the average GP practice in England.

The practice has a lower percentage (44%) of its population with a long-standing health condition when compared to the England average (54%). The percentage of the practice population with a working status of being in paid work or in

full-time education is similar to local and national averages (65%). The practice has a higher percentage (10%) of patients designated unemployed when compared with the national average of 4%.

Services are provided from a purpose built building, with disabled access and some parking. The practice has a number of consulting and treatment rooms used by the GPs and nursing staff as well as visiting professionals such as health visitors.

The service is led by four GP partners and two salaried GPs who are supported by a team of nurses, including a healthcare assistant. There is a practice manager as well as an administration team who also cover other duties such as drafting prescriptions. This is a training practice and as such also has trainee medical staff.

The surgery is open from 8am until 6pm daily with early morning appointments available on a Thursday and Friday from 7.30am and evening appointments available on alternate Tuesdays and Thursdays between 6.30 and 7.30pm. The practice is also a part of a federation of GP practices that provides extended hours cover for a number of practices in the area between 6pm and 8pm, Monday to Friday, as well as on Saturday and Sunday mornings. Patients are also able to attend appointments at a small number of local health centres as part of this arrangement. Out of hours cover is provided by the NHS 111 service and Go to Doc.

Detailed findings

Why we carried out this inspection

We undertook a comprehensive inspection of The Range Medical Centre on 24 November 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated good overall however the practice was rated as requires improvement

for providing safe services. The full comprehensive report following the inspection on November 2016 can be found by selecting the 'all reports' link for The Range Medical Centre on our website at www.cqc.org.uk.

We undertook a follow up desk based focused inspection of The Range Medical Centre on 16 March 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 the practice was now meeting legal requirements.

Are services safe?

Our findings

At our previous inspection on 24 November 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of staff recruitment, systems to monitor expiry dates of vaccines, the management of some risks in relation to Control of Substances Hazardous to Health (COSHH) regulations and information governance in relation to locum staff all needed improving. In addition we identified that not all staff files demonstrated evidence that an induction had been completed.

These arrangements had improved when we undertook a follow up desk top review on 16 March 2017. The practice is now rated as good for providing safe services.

Safety systems and processes

At our previous inspection in November 2016 we found some staff files did not contain all the required documentation such as interview notes, evidence of identification and references. The practice supplied evidence to demonstrate all staff recruitment files had been reviewed and a matrix of records held for each staff member was established. In addition a 'staff employment summary' check list sheet was in place for each staff member which detailed the type of information held for that employee. The practice manager confirmed that on occasion they used locum GPs and ensured the supplying agency provided written confirmation that all appropriate pre-employment checks were in place for the locum GP allocated.

The practice had also introduced induction training record sheets for both clinical and non clinical staff and completed copies of these for both a GP and non clinical staff member were provided that demonstrated their implementation.

Systems had also improved to ensure locum GPs had specific logins and passwords to use on the patient electronic record system. The GP locum pack also contained information emphasising the requirement for these GPs to use their allocated login and password when entering information into patients' records.

Risks to patients

At our previous inspection in November 2016 we found data sheets detailing the potential hazards and action required in the event of an incident associated with the use of cleaning agents were not available. This is a requirement of the Control of Substances Hazardous to Health (COSHH) regulations. The practice now ensured that data sheets were held for all cleaning /chemical agents used at the practice and these were checked every month alongside the ordering of new cleaning products to ensure these were up to date.

Safe and appropriate use of medicines

Our previous inspection in November 2016 identified that systems for managing medicines, including vaccines, medical gases and emergency medicines and equipment minimised risks. However, we notes six vaccines had passed their expiry date. These had been isolated from the other vaccines but had not been disposed of. The practice had reviewed their policy on the monitoring of vaccines and this stated that all vaccine stock entering the building required logging by name, batch number and expiry date. A separate log and record of disposal was required for those that had passed their expiry date.

The practice provided a copies of their records of medicines held in the pharmaceutical fridges, including vaccines and these clearly demonstrated regular monitoring and records of disposal for those that passed their expiry date.