

# Dr JD Seabrook and Dr H L Chambers

## 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	
Are services effective?		Good	
Are services caring?		Good	
Are services responsive to people's needs?		Good	
Are services well-led?		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 JD Seabrook and Dr H L Chambers on 23 August 2016. The overall rating for the practice was good; however the practice required some improvement in the key question safe. The full comprehensive report on the August 2016 inspection can be found by selecting the 'all reports' link for Dr JD Seabrook and Dr H L Chambers on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced focused inspection carried out on 9 March 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 23 August 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice remains rated as good.

Our key findings were as follows:

- We reviewed a range of documents and spoke with staff which demonstrated they were now meeting the

requirements of Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Safe care and treatment and Regulation 13: Safeguarding service users from abuse and improper treatment.

- The registered provider had ensured staff who carry out the role of a chaperone were trained to undertake this duty and also staff received training in infection prevention and control (IPC).
- The registered provider ensured all GPs had received training in safeguarding vulnerable adults and children to the appropriate level.
- The registered provider completed a fire risk assessment and introduced staff training, regular alarm testing and evacuation drills.

On this inspection we also found that the practice had:

- Continued to monitor and review prescribing levels of antibiotics, which are a group of medicines used to treat or prevent some types of bacterial infections.
- Introduced a system for recording staff clinical and administrative meetings.
- Ensured all key members of staff have a copy of the business continuity plan at their disposal at home.

# Summary of findings

- Reviewed the current system in place for monitoring and disseminating any alerts that the practice received to provide assurances that all relevant staff were aware of them.
- Introduced a system for recording verbal complaints.

**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.

On inspection we spoke with staff and reviewed documentary evidence to demonstrate how they had improved their practices in relation to the key question safe since the last inspection.

- The registered provider had ensured staff who carry out the role of a chaperone were trained to undertake this duty.
- Staff also received training in infection prevention and control (IPC).
- The registered provider ensured all GPs had received training in safeguarding vulnerable adults and children to the appropriate level.
- The registered provider completed a fire risk assessment and introduced staff training, regular alarm testing and evacuation drills.

Good



### Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection on 23 August 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-581772946>

Good



### Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection on 23 August 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-581772946>

Good



### Are services responsive to people's needs?

The practice is rated as good for providing responsive services.

This rating was given following the comprehensive inspection on 23 August 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-581772946>

Good



### Are services well-led?

The practice is rated as good for providing well-led services.

Good



# Summary of findings

This rating was given following the comprehensive inspection on 23 August 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-581772946>

# 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 practice is rated as good for the care of older people.

This rating was given following the comprehensive inspection on 23 August 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-581772946>

Good



### People with long term conditions

The practice is rated as good for the care of people with long term conditions.

This rating was given following the comprehensive inspection on 23 August 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-581772946>

Good



### Families, children and young people

The practice is rated as good for the care of families, children and young people.

This rating was given following the comprehensive inspection on 23 August 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-581772946>

Good



### Working age people (including those recently retired and students)

The practice is rated as good for the care of working age people (including those recently retired and students).

This rating was given following the comprehensive inspection on 23 August 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-581772946>

Good



### People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable.

This rating was given following the comprehensive inspection on 23 August 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-581772946>

Good



# Summary of findings

## People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia)

This rating was given following the comprehensive inspection on 23 August 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-581772946>

Good



# Dr JD Seabrook and Dr H L Chambers

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

A CQC Inspector reviewed and analysed the evidence provided at the time of the inspection.

## Background to Dr JD Seabrook and Dr H L Chambers

Dr JD Seabrook and Dr H L Chambers provide primary care services to its registered list of approximately 4350 patients. The practice is situated and the inspection was conducted at Wrightington Street Surgery, Wigan.

The practice provides services from a modified terrace house. Consultation rooms are on both ground floor and first floor (for suitable patients). There is a hearing loop but no disabled access. The practice is close to Wigan town centre and is easily accessible by local transport links.

There are two GPs, one male and one female, and they are supported by a female practice nurse and a female healthcare assistant. There is also a practice manager and supporting administration staff.

The age profile of the practice is very similar to the CCG and national averages. The male life expectancy for the area is 77 years compared with the CCG averages of 77 years and the national average of 79 years. The female life expectancy for the area is 81 years compared with the CCG averages of 81 years and the national average of 83 years.

The practice delivers commissioned services under the Personal Medical Services (PMS) contract with NHS England and is part of Wigan Clinical Commissioning Group. It offers direct enhanced services for the childhood vaccination and immunisation scheme, facilitating timely diagnosis and support for people with dementia, influenza and pneumococcal immunisations, learning disabilities, patient participation, minor surgery, rotavirus and shingles immunisation, services for violent patients and unplanned admissions.

The practice is open between 8.30am and 6pm Monday, Tuesday, Thursday and Friday, and Wednesday between 8.30am and 1pm. There are appointments available between 7am and 8am on a Tuesday and Thursday mornings.

Patients requiring a GP outside of normal working hours are advised to contact the surgery and they will be directed to the local out of hours service which is provided by Bridgewater NHS Foundation Trust –through NHS 111. Additionally patients can access GP services in the evening and on Saturdays and Sundays through the Wigan GP access alliance at locations across Wigan Borough.

## Why we carried out this inspection

We undertook a comprehensive inspection of Dr JD Seabrook and Dr H L Chambers on 23 August 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 but requires improvement in the key question safe.



# Detailed findings

The full comprehensive report following the inspection in August 2016 can be found by selecting the 'all reports' link for Dr JD Seabrook and Dr H L Chambers on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up focused inspection of Dr JD Seabrook and Dr H L Chambers on 9 March 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

Following the inspection on 23 August 2016 the practice supplied an action plan telling us how they would ensure they met the requirements of Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Safe care and treatment.

We carried out an announced visit on 9 March 2017. A CQC inspector reviewed and analysed the evidence provided by the practice and made an assessment of this against the regulations.

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 23 August 2016, we rated the practice as requires improvement for providing safe services as the arrangements for training in respect of safeguarding, chaperone and infection prevention and control (IPC) were not on place. Also the provider had not undertaken a fire risk assessment.

These arrangements had significantly improved when we undertook a follow up inspection on 9 March 2017. The practice is now rated as good for providing safe services.

### Overview of safety systems and process

- The registered provider had ensured staff who carry out the role of a chaperone were trained to undertake this duty. A staff member had been identified to lead on this.

- Staff received training in infection prevention and control (IPC). The practice nurse was the lead for this supported by the practice management team.
- The registered provider ensured all GPs had received training in safeguarding vulnerable adults and children to the appropriate level.

### Arrangements to deal with emergencies and major incidents

- The registered provider completed a fire risk assessment and introduced staff training, regular alarm testing and evacuation drills. This was undertaken by a private company that provided a full risk assessment, training and fitted fire alarms. The practice had identified staff members to act as fire marshals.
- All key staff confirmed they kept a copy of the business continuity plan at home in case of emergency.

# Are services effective?

(for example, treatment is effective)

## Our findings

Please note this was a focused inspection of the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that covers this key question in detail that is available on our website at the following website:

<http://www.cqc.org.uk/location/1-581772946>

## Are services caring?

### Our findings

Please note this was a focused inspection of the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that covers this key question in detail that is available on our website at the following website:

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# Are services responsive to people's needs?

(for example, to feedback?)

## Our findings

Please note this was a focused inspection of the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that covers this key question in detail that is available on our website at the following website:

<http://www.cqc.org.uk/location/1-581772946>

# Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

## Our findings

Please note this was a focused inspection of the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that covers this key question in detail that is available on our website at the following website:

<http://www.cqc.org.uk/location/1-581772946>