

# Star Lane Medical Centre

## 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 of this practice on 18 August 2016. The overall rating for the practice was good. However, a breach of legal requirements was found during that inspection within the safe domain. After the comprehensive inspection, the practice sent us evidence and actions detailing what they would do to meet the legal requirements. We conducted a focused inspection on 10 August 2017 to check that the provider had followed their plans and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements.

During our previous inspection on 18 August 2016 we found the following area where the practice must improve:

- Maintain effective arrangements for infection control and premises and equipment cleanliness and safety.
- Establish effective systems and processes to identify and mitigate risks to patient's safety.

Our previous report also highlighted the following areas where the practice should improve:

- Implement systems to ensure all staff are trained in accordance with their role.

- Review how patients with caring responsibilities are identified and recorded on the clinical system to ensure information, advice and support is made available to them.
- Ensure premises restoration and decoration works are followed through.
- Review or evaluate arrangements for patient's telephone access and information leaflet.
- Improve entrance doors arrangements to the baby clinic and first floor waiting room.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

During the inspection on 10 August 2017 we found:

- Arrangements for infection control and premises and equipment cleanliness and safety were effective.
- Premises restoration and decoration works had been undertaken, a new door closer was fitted to the baby clinic and first floor waiting room.
- Systems and processes were in place to identify and mitigate risks to patient's safety and to ensure staff were trained in accordance with their role.
- Patients with caring responsibilities were identified and recorded to ensure their appropriate information, advice and support.
- Arrangements for patient's telephone access and information had been reviewed and updated.

# Summary of findings

**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.

- Risks to patients were assessed and well managed such as fire safety and legionella.
- The practice premises were appropriately decorated and maintained.
- Equipment including clinical equipment was clean, safe and fit for use.
- Staff were trained in safeguarding to a level in accordance with their role and effective systems were in place to ensure appropriate staff training.
- There were children's oxygen masks available for use in the event of an emergency.

**Good**



# Star Lane Medical Centre

## Detailed findings

### Background to Star Lane Medical Centre

The Star Lane Medical Centre is situated within the NHS Newham Clinical Commissioning Group (CCG). The practice provides services to approximately 14,300 patients under a Personal Medical Services (PMS) contract and a full range of enhanced services including minor surgery, child and travel vaccines, and family planning including coil fitting. It is registered with the Care Quality Commission to carry on the regulated activities of maternity and midwifery services, family planning services, treatment of disease, disorder or injury, surgical procedures, and diagnostic and screening procedures.

The practice teaches GP students and trains qualified GP registrars. The staff team two GP partners, (one female working six sessions, and one male working eight sessions per week), five salaried GPs (three female working a total of 18 sessions per week, and two male working a total of 16 sessions per week), six regular locum GPs working 18 sessions per week, a full time female nursing team (practice nurse, trainee practice nurse and health care assistant), a full time pharmacist, a practice manager and assistant practice manager (both full time), and a team of reception and administrative staff all working a mixture of full time and part time hours.

The practice premises are purpose built over two storeys with lift access to the first floor. Their cores opening hours are between 8:00am to 6.30pm every weekday. GP appointments are available from 8.00am to 6.30pm and include home visits, telephone consultations and online pre-bookable appointments. Urgent appointments are available for patients who need them. The practice provides an on-site extended hour's service from 7.40am to

8.00am every Monday and from 6.30pm until 9.00pm on Wednesdays. Further (off-site) extended hours are provided through a network collaboration of local practices every weekday from 6.30pm to 9.00pm and on Saturday from 9.00am to 1.00pm. Patients telephoning when the practice is closed are transferred automatically to the local out-of-hours service provider.

Information published by Public Health England rates the level of deprivation within the practice population group as one on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The practice has a higher percentage than national average of people whose working status is unemployed (7% compared to 4% nationally), and a lower percentage of people over 65 years of age (8% compared to 17% nationally).

### Why we carried out this inspection

We undertook a comprehensive inspection of Star Lane Medical Centre on 18 August 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement for providing safe services. The full comprehensive report on the 18 August 2016 inspection can be found by selecting the 'all reports' link for Star Lane Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk). We undertook a follow up inspection on 10 August 2017 to check that action had been taken to comply with legal requirements.

# Detailed findings

## How we carried out this inspection

We carried out a focussed follow up inspection of Star Lane Medical Centre on 10 August 2017.

This involved reviewing evidence that:

- Arrangements for infection control and premises and equipment cleanliness and safety were effective.
- Premises restoration and decoration works had been undertaken and entrance doors arrangements to the baby clinic and first floor waiting room had improved.

- Systems and processes were in place to identify and mitigate risks to patient's safety and to ensure staff were trained in accordance with their role.
- Patients with caring responsibilities were identified and recorded to ensure their appropriate information, advice and support; and arrangements for patient's telephone access and information leaflet were improved.

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 18 August 2016 we found that most safety systems and processes for monitoring risks to patients were well managed. However, there were no child size oxygen masks for use in the event of an emergency, and there were gaps or weaknesses in arrangements for safeguarding training for clinical staff, assessing and managing risks to patients such as fire, electrical equipment safety, and infection control such as maintaining appropriate standards of cleanliness and hygiene. The practice was in the middle of restoring usual arrangements after a major flood on 23 June 2016 that had stopped it running for a day. Staff told us things had been extremely difficult after the flood and that all flooring was being replaced with further restoration such as redecoration were due.

We issued a requirement notice in respect of these issues and found arrangements had significantly improved when we undertook a follow up inspection of the service on 10 August 2017. The practice is now rated as good for providing safe services.

### Overview of safety systems and processes

The practice had processes and practices in place to keep patients safe and safeguarded from abuse, which included:

- Clinicians had received appropriate trained safeguarding training. GPs were trained to child protection or child safeguarding level 3 and nurses to level 2.

- The practice maintained appropriate standards of cleanliness and hygiene, and restoration and redecoration works had been undertaken. Painting works had been completed and new flooring had been installed throughout the building including to the reception area, patients toilet and medical rooms.
- The practice had implemented effective arrangements to ensure infection control including regular cleaning of clinical equipment such as the ear irrigator, blood pressure monitoring machine and weighing scales.

### Monitoring risks to patients

Risks to patients were assessed and well managed.

- The practice had up to date fire risk assessments and electrical equipment was checked to ensure the equipment was safe to use. The practice had a Legionella risk assessments in place to monitor safety of the premises and had followed up on actions identified as a result. (Legionella is a term for a particular bacterium which can contaminate water systems in buildings).

### Arrangements to deal with emergencies and major incidents

The practice had adequate arrangements in place to respond to emergencies and major incidents.

- The practice had provided children's masks for the emergency use oxygen.