

Beckington Family Practice

Inspection report

St Luke's Surgery
Beckington
Frome
Somerset
BA11 6SE

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www.beckingtonfamilypractice.co.uk

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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 location

Good



Are services safe?

Good



Overall summary

This practice is rated as Good overall. (Previous rating 11 January 2018 – Good). The key question of safe was rated requires improvement.

At this inspection 9 October 2018 we found the practice had implemented changes to rectify concerns found at the previous inspection. The key question of safe at this inspection was rated as: Good

We carried out an announced focused inspection at Beckington Family Practice on 9 October 2018. The reason for this inspection was to follow up on breach of regulation 12, Safe care and treatment regarding medicines management and some areas that we suggested the practice should review for record keeping and the development for health and safety. The practice was previously rated as requires improvement for providing safe services because:

- Good medicines management was not always maintained.

Areas we suggested should be reviewed were:

- The recruitment records did not support the practices recruitment procedure for GPs was followed.
- The systems for monitoring infection control were not embedded.
- The systems for ensuring a safe environment at the Freshford branch surgery was not fully implemented.
- The systems for monitoring that all equipment held and used at the practice locations and on home visits was calibrated and fit for use was not comprehensive.

At this inspection we found:

- Safe medicines management was in place and within the dispensary at Beckington.
- The practice had reviewed the facilities and safety of providing a service from their Freshford branch surgery and found it could not provide a safe sustainable service and had closed this facility. Patients were redirected to the Beckington or Fromefield locations for all aspects of their care.
- The practice had implemented systems to ensure GP recruitment and employment records were stored centrally and now included the information required as set out in the practices own recruitment policy and procedure.
- The significant issues or concerns regarding infection control had been resolved with the closure of the Freshford location. Minor improvements necessary had been implemented at the Beckington and Fromefield locations with a planned programme of audit and review.
- The significant issues or concerns regarding fire safety at Freshford had resolved with the closure of the Freshford location. A review by the provider of Freshford had generated changes to improve the management of fire safety at the other locations.
- The provider had further developed their approach to health and safety and safe systems were in place that protected patients, staff and visitors.

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

Please refer to the detailed report and the evidence tables for further information.

Population group ratings

Our inspection team

This inspection was carried out by a CQC Inspector.

Background to Beckington Family Practice

Beckington Family Practice is located at St Lukes Surgery, Beckington, Frome, Somerset BA11 6SE. There is one branch surgery at Fromefield, Frome Medical Centre, Enos Way, Frome, Somerset, BA11 2FH.

The service has approximately 9,916 patients registered from around the local and surrounding areas, covering 100 square miles. Patients can access information about the service at www.beckingtonfamilypractice.co.uk

The registered location is located in a residential area in Beckington. There is a small car park and disabled parking bays to the side of the building. The building is purpose built with patient accessible facilities on the ground floor and a lift to the first floor. Fromefield is based within a modern healthcentre complex in Frome which is shared with other healthcare services. It is fully accessible and has suitable facilities for patients with limited mobility. A dispensing pharmacy is provided at the Beckington location.

Since the last inspection January 2018 the branch surgery in the village of Freshford has been closed by the provider as they found it was unable to sustain providing a safe service at this location. This included some aspects of the requirements of the Disability Discrimination Act 1995 as it can only be accessed by flights of steps, there were no accessible bathroom facilities or accessible fire exits. The practice found it could not maintain appropriate levels of infection control and the security and safety in the dispensary.

The practice partnership consists of three GP partners who employ five salaried GPs. There are four male and five female GPs. The practice employs one nurse practitioner, four practice nurses and two health care assistants. The practice has a practice manager who is supported by a team of management staff, reception staff, administrators and secretaries.

Each location has its own direct telephone line to book appointments. Appointments are available at Beckington

on Monday to Friday 8.30am -1.00pm and 2.00pm - 5.00pm; at Fromefield on Monday to Friday 8.30am -1.00pm and 2.00pm-5.00pm. There is a Saturday morning session 08.30 -11.40am fortnightly which alternates between Beckington and Frome.

The practice does not provide out of hour's services to its patients, this is provided via NHS111. Contact information for this service is available in the practice and on the practice website.

Demographic data from 2015/2016 that is available to the CQC shows:

The age of the patient population was similar to the national averages for patients under the age of 18 years at 20%, the national average being 21%. For patients over 65 years the practice has 25% with the national average being 17%.

Other Population Demographics included 59% of the practice population have a long-standing health condition, which was above the national average of 54%. Also 55% of patients were in paid work or full-time education which was below the national average of 62%. Information from the

Index of Multiple Deprivation 2015 (IMD): showed the practice population is at 14 (the national average 24). The lower the number the more affluent the general population in the area is.

Income Deprivation Affecting Children (IDACI): is 11% (the national average 20%)

Income Deprivation Affecting Older People (IDAOP): is 11% (the national average 21%).

The practice provides family planning, surgical procedures, maternity and midwifery services, treatment of disease, disorder or injury and diagnostic and screening procedures as their regulated activities.

Are services safe?

We rated the practice as good for providing safe services.

The practice was previously rated on 11 January 2018 as requires improvement for providing safe services because:

- The systems for monitoring infection control were not embedded.
- Good medicines management was not always maintained.
- The systems for ensuring a safe environment particularly at the Freshford branch surgery was not fully implemented.

Safety systems and processes

The practice had clear systems to keep people safe.

- The practice carried out appropriate staff checks at the time of recruitment and on an ongoing basis. The recruitment policy and procedures were now utilised for GP recruitment and GP employment records were managed in accordance to the practices own procedure.
- There was an effective system to manage infection prevention and control. The issues found at Freshford branch surgery were resolved when the branch was closed. Learning from this had triggered a more rigorous oversight of infection control management including improved audit tools, clinical waste management, the monitoring and liaison with the cleaning company and the landlord at Fromefield who was responsible for some aspects of infection control.
- The practice had arrangements to ensure facilities and equipment were safe and in good working order. The practice had reviewed the systems for health and safety and maintenance of equipment. The issues at Freshford had been resolved when the branch surgery was closed. However, learning and development was identified to improve oversight and aspects of health and safety at the other locations. Training had been undertaken by two members of staff in health and safety and an external advisor engaged to support the practice develop the policies and procedures. The practice had instigated a review of the systems for oversight of the

equipment it held to ensure calibration and safety checks were in place. This included a check process for doctors' bags to ensure that calibrated and safe equipment was used when assessing patients.

Appropriate and safe use of medicines

The practice had reliable systems for appropriate and safe handling of medicines. Some of the issues identified at the last inspection specifically with reference to the medicines management and dispensary at Freshford had been resolved with its closure. The provider had used the learning from these concerns that were raised to generate a review of medicines management across the two locations and within the dispensary area.

- The systems for managing and storing medicines, including vaccines, medical gases, emergency medicines and equipment, minimised risks.
- Arrangements for dispensing medicines at the practice kept patients safe.

Track record on safety

The practice improved its track record on safety.

- There were comprehensive risk assessments in relation to safety issues.

Lessons learned and improvements made

The practice learned and made improvements when things went wrong.

- Staff understood their duty to raise concerns and report incidents and near misses. Leaders and managers supported them when they did so.
- There were adequate systems for reviewing and investigating when things went wrong. The practice learned and shared lessons, identified themes and took action to improve safety in the practice.
- The practice acted on and learned from external safety events as well as patient and medicine safety alerts.

Please refer to the evidence tables for further information.