

Wateringbury Surgery

Quality Report

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Wateringbury
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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 Watringbury Surgery on 10 December 2015. Breaches of the legal requirements were found in relation to medicines management, infection prevention and control and safety of the premises.

As a result, care and treatment was not always provided in a safe and well-led way for patients. Therefore, Requirement Notices were served in relation to the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 12 - Safe care and treatment and Regulation 15 - Premises and equipment.

Following the comprehensive inspection, the practice wrote to us to tell us what they would do to meet the legal requirements in relation to the breaches and how they would comply with the legal requirements, as set out in the Requirement Notices.

We undertook this desk based inspection on 13 July 2016, to check that the practice had followed their plan and to confirm that they now met the legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Watringbury Surgery on our website at www.cqc.org.uk.

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 previous comprehensive inspection on 10 December 2015 the practice had been rated as requires improvement for providing safe services, as there were areas where it should make improvements. For example,

- Infection control audits had been undertaken at both premises within the last six months, these identified risks but no action had been taken to address them.
- Medicines that had been prepared and were awaiting collection by patients were not stored appropriately. These were stored in labelled bags and placed at the back of the reception.
- Electrical equipment had not been checked to ensure it was safe to use to ensure it was working properly. The last recorded portable appliance test (PAT) was 2012.

As part of our desk based inspection on 13 July 2016, the practice provided evidence, photographs and documentary information to demonstrate that the requirements had been met.

- The practice had obtained large lockable filing cabinets to store prepared medicines in.
- The practice had updated infection control risk assessments at both premises to ensure they identified the risks associated with clinical basins and carpet in the treatment room.
- The practice had carried out portable appliance tests on 30 December 2015.

Good



Wateringbury Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

The desk based inspection was completed by a CQC Lead Inspector.

Background to Wateringbury Surgery

Wateringbury Surgery is a GP practice based in Wateringbury, with a branch surgery in Larkfield. There are 6,500 patients on the practice list.

The practice is similar across the board to the national averages for each population group. For example, 16% of patients are aged 0 -14 years of age compared to the national average of 17.3%. Scores were similar for patients aged 75 and 85 years and over.

There are three partner GPs (one male and two female) and two salaried GPs (one male and one female). The GPs are supported by a practice manager, two practice nurses, three dispensers and an administrative team.

Wateringbury Surgery was open 8am to 6pm Monday to Friday and 7.30am to 8am on Tuesday and Wednesday. As well as, 8.30am to 11.15am every second Saturday of the month.

The George Holding Centre was open 8.30am to 12pm and 3.30pm to 6pm on Monday and Wednesday, 8.30am to 12pm and 3.30pm to 5.30pm on Tuesday, Thursday and Friday and 7.30am to 8am on Tuesday and Wednesday.

A duty doctor system is operated from Wateringbury Surgery from 6pm to 6.30pm (Monday to Friday), to ensure that patients can access the practice during 'core hours'.

Patients requiring a GP outside of normal working hours are advised to contact the GP Out of Hours service provided by Integrated Care 24 (known as IC 24).

The practice has a General Medical Service (GMS) contract and also offers enhanced services for example; minor operations, ultrasound scanning, extended hours and joint injections. Wateringbury Surgery is a dispensing practice, staffed by trained dispensers.

Services are delivered from;

- Wateringbury Surgery, 14 Pelican Court, Wateringbury, Kent, TN18 5SS.
- The George Holding Centre, Chaucer Way, Larkfield, Kent ME20 6SS.

Why we carried out this inspection

We undertook a desk based inspection of Wateringbury Surgery on 13 July 2016. This inspection was carried out to check that improvements had been made to meet the legal requirements planned by the practice, following our comprehensive inspection on 10 December 2015.

We inspected this practice against one of the five questions we ask about services; is the service safe. This is because the service was not meeting some of the legal requirements in relation to this question.

Detailed findings

How we carried out this inspection

Before carrying out the desk based inspection, we reviewed information sent to us by the practice that told us how the breaches identified during the comprehensive inspection had been addressed. For example, photographic and documentary evidence.

Are services safe?

Our findings

Overview of safety systems and processes

Following our previous comprehensive inspection on 10 December 2016, the practice had improved its systems, processes and practices to keep patients safe.

The practice was able to demonstrate they had improved the risk of the spread of infections, including those that are health care associated. A review of all clinical basins at both premises had been undertaken. All clinical basins had wrist operable taps. The clinical basins at The George Holding Centre had wrist and elbow operable taps and no overflows. The basins at Watlington Surgery all had overflows. These overflows were therefore blocked using overflow covers. Carpet in the treatment room had been replaced with flooring that coved to the wall to prevent accumulation of dirt where the floor meets the wall. Photographic evidence confirmed this.

The practice was able to demonstrate they had improved the arrangements for medicines that had been prepared and were awaiting collection by patients. The practice had obtained large filing cabinets to store prepared medicines in. These cabinets were lockable and were locked at the end of the surgery day and unlocked at beginning of the surgery day. Any items too big to store in these cabinets were locked in the dispensary. Photographic evidence confirmed this. This also reduced the risk a breach of patients confidentiality, as patient details on the labelled packages could not be seen by visitors to the practice.

The practice was able to demonstrate that all electrical equipment was checked to ensure the equipment was safe to use and was working properly. We had subsequently received information from the practice manager, following our visit on 10 December 2015, detailing that portable appliance testing (PAT) had been arranged for the near future. Documentary evidence confirmed that PAT testing had been undertaken on 30 December 2015.