

Dr Samy Morcos

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?

Requires improvement



Summary of findings

Contents

Summary of this inspection

Overall summary	Page 2
The five questions we ask and what we found	4

Detailed findings from this inspection

Our inspection team	5
Background to Dr Samy Morcos	5
Why we carried out this inspection	5
How we carried out this inspection	5
Detailed findings	7
Action we have told the provider to take	8

Overall summary

Letter from the Chief Inspector of General Practice

When we visited Dr Samy Morcos (which is also known as The White Practice) on 15 November 2016, to carry out a comprehensive inspection, we rated them as good overall. However, we found breaches in the regulations relating to employment of staff and rated the practice as required improvement for the provision of safe services. We said that they must:

- Ensure the staff records required by regulation are in place and maintained on record.

We also said they should;

- Keep their national patient survey results under review and take action as appropriate. This included reviewing the low response levels related to involvement in decisions about care.

This inspection was an announced focused inspection carried out on 24 August 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 at our previous inspection. This report covers

our findings in relation to those requirements. This report should be read in conjunction with the full report of our inspection on 15 November 2016, which can be found on our website at www.cqc.org.uk.

We found the practice had not done enough to meet the regulation previously breached and the practice continues to be rated as requires improvement for the provision of safe services. Overall the practice continues to be rated as good.

Our key findings were as follows:

- The practice had not ensured that the staff records required by regulation were in place and maintained on record. Specifically,
 - Not all the references for staff were in writing and included the referee's name, job title and a landline number as recommended by best practice guidance.
 - The practice did not have adequate process in place to assure themselves that nurses employed at the practice continued to be on the professional nurse register.

Summary of findings

- We found there were some on-going issues regarding the safety of the building. For example, there was no evidence the actions recommended by a specialist contractor in December 2016 in relation to the risks posed by asbestos had been completed.
- We saw evidence that the practice had been reviewing their results from the national GP patient survey. The latest survey results published in July 2017 showed that 79% of patients said the last GP they saw was good at involving them in decisions about their care compared to the local average of 83% and national average of 82%. This was a 13% improvement from the previous year's results.

We identified regulations that were not being met and the provider must:

- Ensure the staff records required by regulation are in place and maintained on record.

In addition the provider should:

- Continue to take action to ensure the actions recommended by an external specialist in relation to asbestos are completed.
- Ensure they adequately record actions taken to report building maintenance issues to the landlord.

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?

When we visited Dr Samy Morcos (which is also known as The White Practice) on 15 November 2016 to carry out a comprehensive inspection, we rated them as requires improvement for the provision of safe services. We found breaches in the regulation relating to the employment of staff.

We undertook this focused follow up inspection of the practice on the 24 August 2017 to review the actions they had taken to improve the quality of care and to confirm that the practice was now meeting legal requirements.

We found that the practice had not done enough to meet the regulation previously breached and the practice continues to be rated as requires improvement for the provision of safe services. Specifically we found:

- Not all the references for staff were in writing and included the referee's name, job title and a landline number as recommended by best practice guidance.
- The practice did not have adequate process in place to assure themselves that nurses employed at the practice continued to be on the professional nurse register.
- Dr Samy Morcos was one of three practices based in the building which was owned by a third party who were responsible for the maintenance, repair and cleaning of the premises. We found there were some on-going issues regarding the safety of the building. For example, there was no evidence the actions recommended by a specialist contractor in December 2016 in relation to the risks posed by asbestos had been completed.

Requires improvement



Dr Sammy Morcos

Detailed findings

Our inspection team

Our inspection team was led by:

This focussed inspection was undertaken by a CQC inspector.

Background to Dr Sammy Morcos

Dr Sammy Morcos (which is also known as The White Practice) is practice offering general medical services to the population of Walton on Thames, Surrey. There are approximately 3,400 registered patients.

The practice population has a higher number of patients between 45 and 64 years of age than the national and local clinical commissioning group (CCG) average. There are a similar number of patients with a longstanding health condition of 54% compared to the CCG average of 50% and national average of 54%. The percentage of registered patients suffering deprivation (affecting both adults and children) is similar to the CCG average and much lower than the average for England.

Dr Sammy Morcos is an individual GP (male). The practice is also supported by a practice nurse, a healthcare assistant, a team of administrative and reception staff, and a practice manager.

The practice runs a number of services for its patients including asthma clinics, diabetes clinics, coronary heart disease clinics, minor surgery, child immunisation clinics, new patient checks and travel vaccines and advice. The practice also provides minor surgical procedures for other local GP practices under the GPWSI (GP with special interest) framework.

Services are provided from one location:

- The White Practice, The Health Centre, Walton On Thames, Surrey, KT12 3LB.

Opening hours are 8.30am to 6.30pm Monday to Friday. During the times when the practice is closed arrangements are in place for patients to access care from Care UK which is an Out of Hours provider.

Why we carried out this inspection

We undertook a comprehensive inspection of Dr Sammy Morcos on 15 November 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. However, we found breaches in the regulations relating to employment of staff and rated the practice as required improvement for the provision of safe services. The full comprehensive report following the inspection on 15 November 2016 can be found by selecting the 'all reports' link for Dr Sammy Morcos on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Dr Sammy Morcos on 24 August 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

We carried out an announced focused inspection visit on 24 August 2017. During our inspection we:

- Visited the practice location.
- Spoke with the lead GP and the practice manager.

Detailed findings

- Looked at information the practice used to support the delivery of the service.

Please note that when referring to information throughout this report, for example any reference to the GP survey data, this relates to the most recent information available to the CQC at that time.

Are services safe?

Our findings

What we found at our previous inspection

When we visited Dr Samy Morcos (which is also known as The White Practice) on 15 November 2016 to carry out a comprehensive inspection we rated them as requires improvement for the provision of safe services and said they must:

- Ensure records for staff required by regulation are in place and maintained on record.

What we found at this inspection

We undertook a focused follow up inspection of the service on 24 August 2017 to review the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements. We found the practice had not done enough to meet the regulation previously breached and the practice continues to be rated as requires improvement for the provision of safe services.

Overview of safety systems and processes

We reviewed a management staff spreadsheet and the personnel files for six staff, including one locum GP and one non-clinical staff who had been recruited since our last inspection. We found:

- All staff had a photographic identity record on file and had received a Disclosure and Barring Service (DBS) check. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable).
- Not all the references for staff were in writing or included the referee's name, job title and a landline number as recommended by best practice guidance. For example, the lead GP told us that when employing the new locum GP he had spoken to other GPs in the area about the candidate to obtain references, but did not get the references in writing or make any note of

these conversations. We saw the practice had accepted a written reference for a staff member in a non-clinical role that did not include the referee's name (other than a signature), address, job title or telephone number.

- The practice did not have adequate process in place to ensure nurses employed at the practice continued to be on the professional nurse register. There was no evidence the practice had checked the nurses registration since 2013. We were told the GP asked the nurse about this at their annual appraisal and accepted their verbal reply without any further checks. Following this conversation the practice sought and then showed us evidence that the nurse was on the nurses register.

Monitoring risks to patients

During our inspection we spoke to the practice about issues relating to the building. Dr Samy Morcos (which is also known as The White Practice) was one of three practices based in the building which was owned by a third party who were responsible for the maintenance, repair and cleaning of the premises. We found there were some on-going issues. For example,

- On our inspection we saw a loose electric cable hanging from a wall fitting. The electric connectors on the end did not have adequate features and the unprotected elements were visible. The practice told us they had reported this to the building owners but nothing had yet been done, but they had not kept a record of this. The practice subsequently secured the cable to the top of a notice board.
- The most recent health and safety risk assessment completed by a specialist contractor in December 2016 said there was asbestos in the building and identified some further controls that were needed. However, these further controls, such as having clear guidance of where the asbestos is, were not yet in place. The practice told us they were working in partnership with the other practices in the building to resolve this which was being led by one of the other practice. We spoke to staff at the other practice to confirm this. However, there was no evidence progress was being made to resolve the issue.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	<p>Regulation 19 HSCA (RA) Regulations 2014 Fit and proper persons employed</p> <p>How the regulation was not being met:</p> <ul style="list-style-type: none">• The provider had not ensured that records required by regulation, including information regarding conduct in previous employment, were in place for staff.• The provider had not ensured they had adequate process to check that, where applicable, staff had the appropriate and current registration with a professional regulator.
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	