

Dr D Whillier and Partners

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

Contents

Summary of this inspection

Overall summary	Page 2
The five questions we ask and what we found	3
Areas for improvement	4

Detailed findings from this inspection

Our inspection team	5
Background to Dr D Whillier and Partners	5
Why we carried out this inspection	5
How we carried out this inspection	5
Detailed findings	7

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Dr D Whillier and Partners on 17 March 2016. Breaches of the legal requirements were found.

- The practice was unable demonstrate that annual infection control audits had been undertaken in accordance with national guidance on infection prevention control.
- The designated lead for infection prevention control had not received appropriate training.

Therefore, a Requirement Notice was served in relation to the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulations 12 - Safe care and treatment

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.

We undertook this desk based inspection on 9 November 2016, to check that the practice had followed their plan and to confirm that they now met the legal requirements. We reviewed written and photographic information sent to us by the practice that told us how the breaches identified during the comprehensive inspection had been

addressed. 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 Dr D Whillier and Partners on our website at www.cqc.org.uk.

Our key findings across all the areas we inspected were as follows:

- The practice was able demonstrate that it was compliant with national guidance on infection prevention control. However, there were some areas in the audit which were marked as having not been completed and there was no entry made as to how the practice were going to action these.
- The designated lead for infection prevention control had received appropriate training.

The areas where the provider should make improvements are:

- Continue to ensure the infection prevention control audit action plan responses are recorded and actioned appropriately and in accordance with the practices policy and guidance documentation.

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 17 March 2016 the practice had been rated as requires improvement for providing safe services.

The practice had been unable to demonstrate that annual infection control procedures had been undertaken in accordance with national guidance on infection prevention control and prevention. In that:

- Infection prevention control audits had not been undertaken at the main practice and branch surgery.
- At the Paddock Wood practice we found storage cupboards, where boxes of items to be used in clinical areas were placed on the floor, the floor was heavily covered in dust. We also found boxes of nebulisers which were being stored in the dirty utility room.
- At East Peckham Surgery there was dust underneath the consultation couches. Additionally, fabric chairs in the waiting room were not being steam cleaned as part of the cleaning schedule.
- The advanced nurse practitioner had not received training appropriate to their role of being the designated lead in infection prevention control.

For our desk based follow-up inspection on 9 November 2016, the practice provided records and information to demonstrate that the requirements had been met.

- Infection prevention control audits had been undertaken at the main practice and branch surgery.
- The storage cupboard at had been appropriately cleaned.
- Fabric chairs in the waiting room at East Peckham Surgery had been steam cleaned as part of the new cleaning schedule. The cleaning of the underneath of consultations couches had also been included in the schedule.
- The nebulisers at Paddock Wood practice had been removed from the dirty utility room.
- The advanced nurse practitioner had received training appropriate to their role of being the designated lead in infection prevention control.

Good



Summary of findings

Areas for improvement

Action the service **SHOULD** take to improve

- Continue to ensure the infection prevention control audit action plan responses are recorded and actioned appropriately and in accordance with the practices policy and guidance documentation.

Dr D Whillier and Partners

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Assistant Inspector.

Background to Dr D Whillier and Partners

Dr D Whillier and Partners is a GP practice based in Paddock Wood, Kent. There are 12,500 patients on the practice list.

There are seven partner GPs (four female and three male). The GPs are supported by a staff manager and a business manager (whose combined roles form the role of practice manager), an advanced nurse practitioner, two practice nurses, three healthcare assistants and an administrative team.

Dr D Whillier and Partners is open 8am to 6.30pm Monday to Friday. Extended hours with the nursing team are available Monday and Friday from 7am to 8am and 6.30pm to 8.30pm on Mondays and alternate Thursdays.

There is a branch surgery, East Peckham Surgery, which is open Monday to Friday from 8.15am to 12.45pm. The practice is a training practice (training practices take medical students and training practices have GP trainees and F2 doctors) and currently have three registrars (trainee GPs) working at the practice.

There are arrangements with other providers to deliver services to patients outside of the practice's working hours.

The practice has a general medical service (GMS) contract and also offers enhanced services for example; minor operations and joint injections.

Services are provided from:

- Dr D Whillier and Partners (Woodlands Health Centre), 1-7 Allington Road, Paddock Wood, Tonbridge, Kent, TN12 6AX.
- East Peckham Surgery, 9 Old Rd, East Peckham, Tonbridge TN12 5AT

We did not visit either of the premises as this inspection was desk based.

Why we carried out this inspection

We undertook an announced desk based inspection of Dr D Whillier and Partners on 9 November 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 17 March 2016.

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.

How we carried out this inspection

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

Detailed findings

example, the practice sent us copies of the infection prevention control training certificate for the designated lead nurse, the infection prevention control audit and an updated infection prevention control policy.

Are services safe?

Our findings

Overview of safety systems and processes

The practice had revised infection prevention control systems and procedures and was able to demonstrate they were now in line with national guidance on infection control and prevention.

- We reviewed the updated infection prevention and control policy. The practice were able to demonstrate that it had procedures to maintain infection prevention control.
- The practice had undertaken an infection control audit. However, there were some areas in the audit which were marked as having not been completed and there was no entry made as to how the practice were going to action these. For example, clinical wash basins with no elbow or wrist taps had been highlighted as an issue but the section on the form, which identified the action to be taken to address this, had been left blank. The practice

has subsequently sent us documentary and photographic evidence to show that infection control audit records had been updated and that all clinical wash basins were fitted with elbow taps.

- We reviewed evidence that the fabric chairs in the waiting room at East Peckham Surgery had been steam cleaned as part of the new cleaning schedule. The cleaning of the underneath of consultations couches had also been included in the schedule. Records showed that the contract with the external cleaning company had been updated to reflect this.
- The practice provided photographic evidence that demonstrated that the storage cupboard at had been cleaned.
- The practice provided written evidence that demonstrated that the nebulisers at Paddock Wood practice had been removed from the dirty utility room.
- The practice were able to demonstrate that the lead for infection prevention and control had undertaken appropriate training.