

Westgate Surgery

Quality Report

60 Westgate Bay Avenue

Westgate-on-Sea

Kent

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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 Westgate Surgery on 26 July 2016. The overall rating for the practice was good but the practice was rated as requires improvement for providing safe services. The full comprehensive report on the July 2016 inspection can be found by selecting the 'all reports' link for Westgate Surgery on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on 7 February 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 in our previous inspection. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as good.

Our key findings were as follows:

- Systems and processes had been implemented to ensure that the storage of vaccines was managed in line with national guidance.
- Blank prescription forms were securely stored and there were systems in place to monitor their use.
- A system had been implemented to help ensure that staff record that they have undertaken the routine cleaning of medical equipment.
- The practice had increased the number of patients identified as carers from 66 to 97, which is 1% of the practice list.
- A system had been implemented for monitoring staff training to help ensure that all members of staff were up to date with training.

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 inspection on 26 July 2016, we rated the practice as requires improvement for providing safe services as the practice failed to ensure proper and safe management of medicines in that some medicines were not always stored at the recommended temperature, blank prescription forms were not always stored securely and the practice were unable to demonstrate that they had a system to track the prescription forms through the practice.

These arrangements had significantly improved when we undertook a follow up desk-based inspection on 7 February 2017. The practice is now rated as good for providing safe services.

The practice provided documentary and photographic evidence to show that they had taken action to address the areas where they must make improvements.

- The storage of vaccines was managed in line with national guidance.
- Blank prescription forms were securely stored and there were systems in place to monitor their use.

The practice provided documentary evidence to show that they had taken action to address the areas where they should make improvements.

A system had been implemented to help ensure that staff recorded the routine cleaning of medical equipment.

Good



Westgate Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Assistant Inspector.

Background to Westgate Surgery

Westgate Surgery provides services from purpose built premises to patients living in and around Westgate Village in Kent. All patient areas are on the ground floor and are accessible to patients with mobility issues, as well as parents with children and babies. There are approximately 10,100 patients on the practice list. The practice has significantly more elderly patients, fewer working aged patients and less patients aged twenty five and under than national averages. For example, there are more patients aged over 85 registered at the practice when compared to the national average (practice 5%, national 3%). The practice told us that a high proportion of their older patients live in care homes.

The practice holds General Medical Service contract and consists of five GP partners (one female and four male). There are two advanced nurse practitioners (one female and one male), four nurses (female) and two healthcare assistants (female).

The practice is part of collaboration with two other local GP practices known as QUEX. QUEX is receiving funding from the local clinical commissioning group (CCG) to provide an over 75's frailty team. The practice initiated this pilot scheme and continues to host the frailty team which

consists of four nurses (female), one of whom is trained as a community matron. Through this pilot the practice has access to two beds in a local residential home which are used by QUEX to prevent hospital admissions.

The GPs and nurses are supported by a practice manager and a team of administration and reception staff. A wide range of services and clinics are offered by the practice including: asthma, diabetes, and minor surgery and child health/baby clinics. There is access to a practice managed audiology service on site.

The practice is open from 8am to 6.30pm Monday to Friday and provides extended hours from 7am to 8am every Wednesday and Thursday.

Services are delivered from:

60 Westgate Bay Avenue,

Westgate On Sea,

Kent,

CT8 8SN.

Why we carried out this inspection

We undertook a comprehensive inspection of Westgate Surgery on 26 July 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 but the practice was rated as requires improvement for the provision of safe services. The full comprehensive report following the inspection on 26 July 2016 can be found by selecting the 'all reports' link for Westgate Surgery on our website at www.cqc.org.uk.

Detailed findings

We undertook a follow up desk-based inspection of Westgate Surgery on 7 February 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 a desk-based inspection of Westgate Surgery on 7 February 2017. This involved reviewing documentary and photographic evidence which showed that:

- Policies and procedures had been revised to ensure the safe storage of vaccines.

A system was now in place to ensure that blank prescription forms were stored securely and there were systems in place to monitor their use.

Are services safe?

Our findings

At our previous inspection on 26 July 2016, we rated the practice as requires improvement for providing safe services as the practice failed to ensure proper and safe management of medicines in that some medicines were not always stored at the recommended temperature, blank prescription forms were not always stored securely and the practice were unable to demonstrate that they had a system to track the prescription forms through the practice.

These arrangements had significantly improved when we undertook a follow up inspection on 7 February 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and process

The practice provided documentary and photographic evidence to show that they had taken action to address the areas where they must make improvements.

The storage of vaccines was managed in line with national guidance.

- The practice provided written evidence to demonstrate that they had purchased a new vaccine fridge.
- The practice provided a copy of the revised cold chain policy which set out the process and procedure for the

management and storage of vaccines. The policy included guidance on what action should be taken if fridge temperatures were outside of the recommended storage range and guidance on the rotation of stock.

The practice provided evidence that blank prescription forms were stored securely and that there were systems in place to monitor their use.

- The practice provided photographic evidence to demonstrate that the storage cupboard for blank prescription forms had been fitted with a lock.
- The practice provided a copy of the prescription security protocol and prescription security logs. Records showed that the serial numbers and locations of blank prescription forms were recorded and that prescription forms were being tracked through the practice.
- The practice supplied evidence to show that they were in the process of fitting electronic door fobs to all consulting rooms to help increase the overall security of building.

The practice provided documentary and photographic evidence to show that they had taken action to address the areas where they should make improvements.

The practice had introduced a system to help ensure that staff recorded the routine cleaning of medical equipment. We looked at copies of the medical equipment cleaning logs and saw that routine cleaning of medical equipment had been recorded.