

The Paradise Road Practice

Quality Report

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Date of inspection visit: 13 June 2017
Date of publication: 16/08/2017

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 effective?

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 of The Paradise Road Practice 9 March 2016. A breach of legal requirements was found requirements in relation to the breaches of regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. A follow-up focussed inspection was carried-out on 6 December 2016 where we found that the practice was in the process of addressing the breach of regulation, but that this had not been completed. The practice subsequently provided evidence that they had completed the work required to make them fully compliant with the regulations.

During the comprehensive inspection we found that the practice had failed to ensure that a complete and contemporaneous record in respect of each service user was kept. We also identified areas where improvements should be made, which included reviewing their complaints process to ensure that it is clear and accessible to all patients; taking necessary action as recommended in their Legionella risk assessment; encouraging patient feedback; advertising the availability of the language interpretation service; reviewing their appointment system to ensure that longer appointments are given to patients who need them; reviewing their systems for recording information such as staff training, complaints and safeguarding concerns; reviewing the safety arrangements of medicines kept at the practice;

and ensuring that they are meeting the needs of patients who are carers. During the follow-up inspection on 6 December 2016 we found that the practice had fully addressed all of these issues with the exception of ensuring that a complete and contemporaneous record in respect of each service user was kept, where they were in the process of arranging for their paper patient records were transferred to their electronic system.

We undertook this further focussed desk-based inspection on 13 June 2017 to check that the practice had completed the work that they had started to transfer all of their paper patient records onto their electronic system. This report covers our findings in relation to this issue. You can read the report from our previous inspections by selecting the 'all reports' link for The Paradise Road Practice on our website at www.cqc.org.uk.

Overall the practice was rated as good following the comprehensive inspection and subsequent focussed inspection. They were rated as requires improvement for providing effective services following both inspections. Following this focussed inspection the practice is rated as good for providing an effective service.

Our key findings were as follows:

Summary of findings

- The practice had transferred consultation summaries for all patient records onto the electronic system, and had put in place effective quality assurance arrangements to ensure that records were clearly and accurately scanned.
- The practice's previous achievement for the Quality Outcomes Framework (QOF) was below average in several areas. There had been no additional QOF data published since the previous inspection in December 2016, as data is typically published in October; however, the practice reported that for the 2016/17 reporting year, they were not outliers for any category and had achieved 96% of the total points available.

- The practice had recruited a new chair for their Patient Participation Group (PPG), and were in the process of recruiting additional members to the group.

However, there is one area provider should make improvements.

The provider should:

- Continue the work they have started to grow and establish the PPG.

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 effective?

The practice is rated good for providing effective services.

- The practice had transferred consultation summaries for all patient records onto the electronic system, and had put in place effective quality assurance arrangements to ensure that records were clearly and accurately scanned.

Good



The Paradise Road Practice

Detailed findings

Our inspection team

Our inspection team was led by:

This desk-based follow-up inspection was carried-out by a CQC Inspector.

Background to The Paradise Road Practice

The Paradise Road Practice provides primary medical services in Richmond to approximately 3000 patients, and is one of 29 practices in Richmond Clinical Commissioning Group (CCG). The practice operates under a General Medical Services contract.

The practice population is in the least deprived decile in England. The proportion of children registered at the practice who live in income deprived households is 6%, which is lower than the CCG average of 9%, and for older people the practice value is 11%, which is the same as the CCG average. The practice has a higher population of people aged between 30 and 49 years than the national average, a lower proportion of patients aged between 50 and 84 years but a higher proportion of patients aged 85 years and over. Of patients registered with the practice, the largest group by ethnicity are white (86%), followed by Asian (7%), mixed (4%), black (1%) and other non-white ethnic groups (2%).

The practice operates from a converted residential premises within a short walk from Richmond train station and a large multi-storey carpark.

The premises has a reception desk, waiting room, doctor's consulting room, nurse's consulting room and healthcare assistant's consulting room on the ground floor, and a doctor's consulting room and administrative offices on the first floor.

The practice team at the surgery is made up of a full time principal GP, one part time salaried GP and one long-term locum GP. A total of 10 GP sessions are available per week. The practice also has one part time female nurse and a female healthcare assistant. The practice team also consists of a practice manager, administrator, and three members of reception staff.

The practice is open between 8:30am and 6pm Monday to Friday. A mixture of face to face and telephone appointments are available between 9am and 6:30pm every day. The practice offers extended hours appointments from 7:30am to 8am on Mondays and Fridays and from 6:30pm to 7pm on Thursdays. Patients can also access appointments with a GP outside of normal surgery opening times via the CCG's seven-day opening Hub, which is hosted by several local surgeries and offers appointments from 8am until 8pm every day, including weekends.

When the practice is closed patients are directed to contact the local out of hours service.

The practice is registered as an individual provider with the Care Quality Commission to provide the regulated activities of diagnostic and screening services; maternity and midwifery services, and treatment of disease, disorder or injury.

Detailed findings

Why we carried out this inspection

We undertook an announced comprehensive inspection of The Paradise Road Practice 9 March 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement for providing effective services. A focused follow-up inspection was carried-out on 6 December 2016 where we found that the practice had not fully addressed the breach of regulation identified during the initial inspection. The previous inspection reports can be found by selecting the 'all reports' link for The Paradise Road Practice on our website at www.cqc.org.uk.

We undertook this further focussed desk-based inspection on 13 June 2017. This inspection was to check that the practice had completed the work that they had started to transfer all of their paper patient records onto their electronic system and to confirm that the practice was now meeting legal requirements.

How we carried out this inspection

We carried out a desk-based focused inspection of The Paradise Road Practice on 13 June 2017. This involved reviewing evidence that:

- The practice had completed the saving of all paper patient consultation records to their electronic patient record system.
- The practice had completed appropriate quality assurance checks to ensure that records had been accurately saved.

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

Are services effective?

(for example, treatment is effective)

Our findings

At our previous inspections on 9 March 2016 and 6 December 2016, we rated the practice as requires improvement for providing effective services as they had failed to ensure that all patient records were saved to their electronic patient records system.

These arrangements had significantly improved when we undertook a follow up inspection on 13 June 2017. The practice is now rated as good for providing effective services.

Effective needs assessment

During the comprehensive inspection on 9 March 2016 we found that the practice had not had all patient records transferred to their electronic patient record system. The current GP principle used the electronic patient recording system; however, the previous GP principle, who retired in 2015 had worked exclusively from hand written patient records, and these historical records had not all been transferred to the electronic system. Therefore, the practice worked from a mixture of electronic and hand-written patient records.

During the follow-up inspection on 6 December 2016, the practice explained that they had identified 1449 patient records which were in need of scanning, and had completed the scanning of approximately 100 of these

internally. Having realised that they did not have the staff resource to complete the scanning internally, they had identified an external company to complete this task and at the time of that follow-up inspection they were in the process of liaising with the company about the arrangements for this.

The practice subsequently confirmed that the scanning of the outstanding records had been completed. During the further follow-up inspection on 13 June 2017 they provided evidence to show that an external company had completed the scanning of the paper consultation records. The practice confirmed that each of these records had been saved to the appropriate patient's electronic patient record, with a pop-up message added to the record to alert staff that historical records should be viewed via a saved PDF file. The information from these historical records had been coded on the electronic system to ensure that records could be effectively interrogated and that patients with particular needs could be identified and supported.

The role of the external company contracted to carry-out the scanning of records included quality assuring their work by checking a sample of records to check that they had been accurately scanned. In addition to this, the practice also checked a sample of records to ensure quality, and had retained the paper records as a precaution.