

Taverham Surgery

Inspection report

Sandy Lane
Taverham
Norwich
NR8 6JR
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Date of inspection visit: 26 October 2022
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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 location

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Overall summary

We previously inspected The Taverham Surgery on 24 August 2022 and the practice was rated inadequate overall and place in special measures. As a result of the concerns identified, we issued a Section 29 warning notice on 30 August 2022 in relation to a breach of Regulation 12 Safe Care and Treatment, requiring them to achieve compliance with the regulation by 18 October 2022.

The full reports for previous inspections can be found by selecting the 'all reports' link for Taverham Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

We undertook a focused inspection on 26 October 2022 to check that the practice had addressed the issues in the warning notice and now met the legal requirements. This report only covers our findings in relation to those requirements and will not change the ratings.

At the inspection, we found that not all the requirements of the warning notice had been met.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to work remotely without conducting a site visit. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider

Our findings

- The practice had improved their recruitment process to ensure staff are recruited safely, we found improvements in Disclosure and Barring Service (DBS) checks, however, the practice were still in progress of obtaining immunisation status of their staff.
- The practice had undertaken infection prevention and control audit and had identified areas needing action, the practice had not produced an action plan to ensure all improvements were made and progress monitored safely.
- The practice had improved their system to manage patient safety alerts.
- We found the practice were still prescribing medicines outside of guidelines.
- The practice had a backlog of fully summarising medical records and for managing electronic tasks and therefore staff may not have all the information they needed to deliver safe care and treatment.
- The practice had improved their structured medicine reviews to include all medications.
- We found processes for monitoring patients with long-term conditions had improved, however, we found the systems and processes needed further embedding and monitoring to be fully effective and to ensure they would be sustained.

We found a breach of regulation. The provider **must**:

Overall summary

- Ensure care and treatment is provided in a safe way to patients.

For further information see the requirement notice at the end of this report.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and reviewed information provided by the practice. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Taverham Surgery

Taverham Surgery is located in Norwich at:

Sandy Lane

Taverham

Norwich

NR8 6JR

Taverham Surgery provides a dispensing service on site, this was not visited as part of this inspection.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the Norfolk and Waveney Integrated Care Systems (ICS) and delivers General Medical Services (**GMS**) to a patient population of about 8,323. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called West Norwich Neighbourhood.

Information published by Public Health England shows that deprivation within the practice population group is in the highest decile (tenth out of ten). The higher the decile, the least deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 1% Asian, 96% White, 1% Black, 1% Mixed, and 1% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of three GPs who work at the practice. The practice has a physician's associate, an advanced nurse practitioner, a team of four nurses, a health care assistant, two phlebotomists and a clinical pharmacist. The GPs are supported at the practice by a team of reception/administration staff. The practice manager and business manager provide managerial oversight.

The practice is open between 8:30am to 6:00pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by One Norwich Practices, where late evening and weekend appointments are available. Out of hours services are provided by Integrated Care 24 (IC24).

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 Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met:</p> <ul style="list-style-type: none">• The practice failed to demonstrate an effective system and process that all medicines were prescribed safely to patients.• The practice did not have fully effective and embedded processes for monitoring patients' health in relation to the use of some medicines and long-term conditions.• The practice had a backlog of summarising and tasks and we could not be assured that these notes were easily accessible to staff, and tasks were managed effectively.• We found the management and central team were still in the process of having full oversight of vaccination history held in staff records to ensure that staff and patients were kept safe from harm.• The practice were in the process of developing an action plan for the recent infection prevention and control audit, therefore, we could not be assured actions had been taken to keep staff and patients safe from harm. <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>