

Binfield Surgery

Inspection report

Terrace Road North
Binfield
Bracknell
Berkshire
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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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Requires improvement



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Inadequate



Overall summary

We carried out an announced comprehensive follow up inspection at Binfield Surgery on 15 May 2019 as part of our inspection programme. The practice's last comprehensive inspection was in April 2018 and the Care Quality Commission (CQC) issued an overall rating of requires improvement and two requirement notices for breaches of regulations.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

Following the May 2019 inspection, we have rated this practice as requires improvement overall and inadequate for well led and for the population group 'people experiencing poor mental health'.

We rated the practice as **requires improvement** for providing safe services because:

- The practice did not have appropriate systems in place for the safe management of medicines and some risks had not been identified, such as assessing emergency medicine storage or security of blank prescription stationary.

We rated the practice as **requires improvement** for providing effective services because:

- We have rated the Older people, Families, children and young people, Working age people (including those recently retired and students) and People whose circumstances may make them vulnerable as good. The population group People with long-term conditions has been rated as requires improvement. This was due to the issues with staff training and the issues in the dispensary that affects patients in these groups. The population group People experiencing poor mental health (including people with dementia) which we have rated as inadequate. This was due to the limited monitoring of the outcomes of care and treatment. For example, we found that the practice had not made sufficient improvement in relation to exception reporting since the previous inspection and some clinical indicators remained significantly above local and national averages.

We rated the practice as **good** for providing caring and responsive services because:

- Staff treated patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs including the provision of services for people with caring responsibilities.
- Complaints and patient feedback was listened and responded to and used to improve the quality of care.

We rated the practice as **inadequate** for providing well-led services because:

- The arrangements for governance were not always operated effectively. For example, the lack of monitoring of controlled drugs prescribing meant that the practice could not be assured that controlled drugs were being prescribed safely and were not at risk of misuse.
- There was not sufficient monitoring of patient outcomes and the provider had not identified gaps in recall process or higher than average exception reporting.
- The practice had failed to act on previous feedback. For example, the provider submitted an action plan to the Commission for its previous breach of regulation 9 but has been unable to provide evidence to show that the actions were completed.
- The provider systems and processes did not identify the lack of adherence to the repeat prescribing policy.

The areas where the provider **must** make improvements are:

- Care and treatment must be provided in a safe way for service users.
- Ensure persons employed in the provision of the regulated activity receive the appropriate support, training, professional development, supervision and appraisal necessary to enable them to carry out the duties.
- Ensure that systems or processes are established and operated effectively to ensure compliance with the regulations.

The areas where the provider should make improvements are:

- Review the process in place to monitor the emergency medicines and assess medicines which are not held in stock.

Overall summary

- Review the process of recording and escalating concerns for the monitoring of storage temperatures of vaccines.
- Take appropriate actions to ensure that conversations in consultation rooms could not be overheard whilst in the reception or corridor areas.
- To continue to improve uptake of cervical screening to meet the 80% national target.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Good 
People with long-term conditions	Requires improvement 
Families, children and young people	Good 
Working age people (including those recently retired and students)	Good 
People whose circumstances may make them vulnerable	Good 
People experiencing poor mental health (including people with dementia)	Inadequate 

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a second CQC inspector, a CQC medicines inspector, a GP specialist advisor and a CQC inspection manager.

Background to Binfield Surgery

Binfield Surgery is a purpose-built practice located in the semi-rural village of Binfield in Berkshire and provides GP services to over 11,500 patients. The practice is part of Berkshire East Clinical Commissioning Group (CCG).

Binfield Surgery provides regulated activities from:

Terrace Road North

Binfield

Berkshire

RG42 5JG.

Patients can access information and online services from the practice website:

The practice is registered by the Care Quality Commission (CQC) to carry out the following regulated activities: diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

The practice population is predominantly white British with 8% of the patients from black and other minority ethnic groups. The practice is located within an area of high affluence and low deprivation with low levels of unemployment.

There are three practice partners (all male) and two salaried GPs (both female) as well as some regular locum GPs. The GPs provide 33 sessions per week between them and have a whole time equivalent of 4.5 full time GPs. The nursing team consists of four practice nurses and one healthcare assistant.

Binfield Surgery provides dispensary services to approximately 384 patients who are unable to access a pharmacy within 1 mile of their home. The dispensary is staffed by two dispensers (one full time and one part time).

Opening hours of the dispensary are between 8am to 3pm Monday to Friday. GPs can access the dispensary out of these hours to arrange for medications to be dispensed when necessary.

The practice has a General Medical Services (GMS) contract. (GMS contracts are between NHS England and general practices for delivering general medical services and is the most common form of GP contract).

This practice does not provide Out of Hours (OOH) services. Patients can access an OOH GP by contacting the NHS 111 service. Patients can also access an

extended hours service provided by the federation of Bracknell and Ascot GPs each weekday evening from 6.30pm to 8.30pm, Saturdays from 8am to 2pm and some additional morning appointments on Sunday.

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 the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment Care and treatment must be provided in a safe way for service users as set out in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 How the regulation was not being met: • The practice did not carry out audits or analysis to monitor controlled drugs prescribing. • Blank prescription stationary was not being tracked in line with national guidance. • Dispensing staff printed and dispensed repeat prescriptions before they were signed by the GP which did not meet guidance issued by Dispensing Doctors Association and this had not been risk assessed.
Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 18 HSCA (RA) Regulations 2014 Staffing Persons employed by the service provider in the provision of a regulated activity must – receive such appropriate support, training, professional development, supervision and appraisal as is necessary to enable them to carry out the duties they are employed to perform as set out in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. How the regulation was not being met: • Dispensary staff were not assessed to ensure they were competent to dispense medicines safely, were working unsupervised and had not started their dispensary training at the time of inspection.

This section is primarily information for the provider

Enforcement actions

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these. We took enforcement action because the quality of healthcare required significant improvement.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 17 HSCA (RA) Regulations 2014 Good governance There was a lack of systems and processes established and operated effectively to ensure compliance with requirements to demonstrate good governance. How the regulation was not being met... • The provider had not followed their own repeat prescribing policy for uncollected prescriptions. • The provider had failed to act on the Requirement notice to regulation 9 from the previous inspection by implementing their action plan. • The provider failed to identify the lack of care for their mental health patients.
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	