

Southgates and The Woottons Surgeries

Southgates and The Woottons Surgeries, surgical unit

Inspection report

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Overall summary

We carried out an announced comprehensive inspection at the surgical unit at Southgates and The Woottons Surgeries, previously known as Dr H I Lazarus and partners, on 03 and 10 August 2017. This inspection was unrated. The full comprehensive report on the August 2017 inspection can be found by selecting the 'all reports' link for Southgates and The Woottons Surgeries on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 12 June 2018 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 in August 2017. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection. The surgical unit remains unrated. Our key findings were as follows:

- The service applied inclusion and exclusion criteria to help staff assess patients' suitability for the

service. Following an incident relating to an inappropriate referral we saw that the provider had reviewed and amended their surgery inclusion criteria.

- All training the practice deemed mandatory was up to date with the exception of basic life support for one surgeon, which had already been arranged prior to our inspection to be undertaken in the week following our inspection.
- Systems were in place, including appraisals for clinical staff, to support senior staff to be assured of the ongoing competency and clinical skills of the surgeons working in the service.
- Bank nursing staff had received appraisals since our last inspection. As a result of the appraisals staff had been provided with further learning and development opportunities.
- Regular surgery team meetings including all staff had been introduced to provide better oversight of the service. The surgery manager described the

Summary of findings

meetings as a good forum to discuss any issues which may have arisen from the team, referral rates, waiting list times, maintenance, audits and budget matters.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Are services safe?

We do not currently have a legal duty to rate minor surgery services where these services are provided as an independent healthcare single speciality service.

- The service applied inclusion and exclusion criteria to help staff assess patients' suitability for the service. Following an incident relating to an inappropriate referral, resulting in a procedure being abandoned, we saw that the provider had taken appropriate action.
- All mandatory training was up to date with the exception of basic life support for one surgeon, which had already been arranged prior to our inspection to be undertaken in the week following our inspection.

Are services effective?

We do not currently have a legal duty to rate minor surgery services where these services are provided as an independent healthcare single speciality service.

- Systems were in place, including appraisals for clinical staff, to support senior staff to be assured of the ongoing competency and clinical skills of the surgeons working in the service.
- Bank nursing staff had received appraisals since our last inspection. As a result of appraisals staff had been provided with further learning and development opportunities.

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Detailed findings

Background to this inspection

Southgates and The Woottons Surgeries opened in 2013 and was previously known as Dr H I Lazarus and partners. It is located in Kings Lynn, Norfolk and operates from two locations: Southgates Surgery and The Woottons Surgery. At the Southgates location there is a GP practice and a surgical unit. We inspected only the surgical unit during this follow up inspection.

The service is registered for the regulated activities of diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

Southgates and The Woottons Surgeries was last inspected in August. As part of that inspection we inspected the surgery service, which provides minor surgery including carpal tunnel release, skin lesion excisions, vasectomies and hernia repairs to the communities of Norfolk. The service provides day surgery to male and female patients over the age of 18.

Are services safe?

Our findings

We do not currently have a legal duty to rate minor surgery services where these services are provided as an independent healthcare single speciality service.

At our previous inspection in August 2017, we issued a requirement notice to the practice for providing safe care and treatment because:

- **The provider had no inclusion and exclusion criteria to ensure that patients accepted for surgery were suitable for treatment at the service. There had been an incident relating to an inappropriate referral, which resulted in a procedure being abandoned. This meant that there was a risk that patients with complex needs could be accepted to the service inappropriately.**

We also issued a requirement notice to the practice for staffing because:

- **The provider sent us records of surgeons' compliance with mandatory training, which showed that none of the surgeons working at the service had completed all required mandatory training.**

These arrangements had improved when we undertook a follow up inspection on 12 June 2018.

Assessing and responding to patient risk

The service applied inclusion and exclusion criteria to help staff assess patients' suitability for the service. Following an incident relating to an inappropriate referral, resulting in a procedure being abandoned, we saw that the provider had taken action. As part of the investigation they had discussed and reviewed the matter in a multi-disciplinary team meeting. As a result the provider had reviewed and amended their inclusion criteria and patients not meeting this criteria were referred to the local hospital.

Mandatory training

We reviewed a training matrix which outlined details of mandatory training that staff had undertaken. We noted that all mandatory training was up to date with the exception of basic life support for one surgeon, which had already been -arranged prior to our inspection to be undertaken in the week following our inspection.

Are services effective?

(for example, treatment is effective)

Our findings

We do not currently have a legal duty to rate minor surgery services where these services are provided as an independent healthcare single speciality service.

At our previous inspection in August 2017, we issued a requirement notice to the practice for staffing because:

- **Senior staff did not have direct oversight of the competency and appraisal of the surgeons working in the service. No records of surgeons' appraisals were kept on site and senior staff did not have contact with the local NHS hospital where they were separately employed regarding their competency.**
- **The provider sent us records of surgeons' compliance with mandatory training, which showed that none of the surgeons had completed all required mandatory training that was deemed necessary.**
- **Bank nursing staff were appraised at the local NHS hospital where they worked under a separate**

employment contract. The theatre manager told us that appraisals for bank staff were planned to start in August 2017. This had not started at the time of our inspection.

These arrangements had improved when we undertook a follow up inspection on 12 June 2018.

Competent staff

- Senior staff had set up processes and obtained documentation to ensure they had direct oversight of the competency and appraisal of the surgeons. Records of the surgeons' appraisals were kept on site and three appraisals we reviewed were all undertaken within the last year. This meant that systems were in place to support senior staff to be assured of the ongoing competency and clinical skills of the surgeons working in the service.
- Bank nursing staff had received appraisals at the service since our last inspection. As a result of appraisals staff had been provided with further learning and development opportunities. For example, one healthcare assistant had planned to attend the surgical instrument sterilisation service to further their understanding of the sterilisation processes.