

Lytham Road Surgery

Quality Report

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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 Lytham Road Surgery on 15 December 2016. The overall rating for the practice was good with the key question of safe rated as requires improvement. The full comprehensive report on the December 2016 inspection can be found by on our website at <http://www.cqc.org.uk/location/1-565501213>

This inspection was a desk-based review carried out on 30 March 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 on 15 December 2016. This report covers our findings in relation to those requirements.

Overall the practice is now rated as good.

Our key findings were as follows:

- At the inspection in December 2016 we found that the practice had not ensured that staff followed policies and procedures regarding the management of

medicines, in particular in maintaining the cold chain and the storage of vaccines in the fridge within acceptable temperature ranges. At this desk-based review we saw evidence that the practice had addressed these issues. They had reviewed and amended practice policy and procedure, purchased additional temperature recorders and ensured that staff recorded fridge temperatures in line with practice policy and acted appropriately if temperatures fell outside acceptable ranges.

- During our previous inspection we saw that the practice had a comprehensive business continuity plan in place for major incidents such as power failure or building damage. However, the practice management team did not keep copies of this plan at home. At this review, we saw that practice policy required key practice personnel to keep a copy of the plan at home and we were told that this happened.

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?

The practice is rated as good for providing safe services.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to safe care and treatment since the inspection carried out in December 2016.

Evidence supplied included:

- Evidence to show that the practice had purchased three new temperature recorders for the refrigerators in the practice that linked to the practice computers. We also saw evidence that processes had been put in place to ensure that temperatures recorded by these recorders were monitored. We were sent a copy of the new practice cold chain policy that had been shared with staff.
- A copy of the practice business continuity plan that stipulated that key practice personnel keep a copy of the plan at home, and we were told that this now happened.

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

The provider had resolved the concerns for safety identified at our inspection on 15 December 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Outstanding



People with long term conditions

The provider had resolved the concerns for safety identified at our inspection on 15 December 2016 which applied to everyone using this practice, including this population group. The overall population group ratings have not been impacted and the rating for this group remains the same. The specific findings relating to this population group can be found at <http://www.cqc.org.uk/location/1-565501213>

Good



Families, children and young people

The provider had resolved the concerns for safety identified at our inspection on 15 December 2016 which applied to everyone using this practice, including this population group. The overall population group ratings have not been impacted and the rating for this group remains the same. The specific findings relating to this population group can be found at <http://www.cqc.org.uk/location/1-565501213>

Good



Working age people (including those recently retired and students)

The provider had resolved the concerns for safety identified at our inspection on 15 December 2016 which applied to everyone using this practice, including this population group. The overall population group ratings have not been impacted and the rating for this group remains the same. The specific findings relating to this population group can be found at <http://www.cqc.org.uk/location/1-565501213>

Good



People whose circumstances may make them vulnerable

The provider had resolved the concerns for safety identified at our inspection on 15 December 2016 which applied to everyone using this practice, including this population group. The overall population group ratings have not been impacted and the rating for this group remains the same. The specific findings relating to this population group can be found at <http://www.cqc.org.uk/location/1-565501213>

Good



Summary of findings

People experiencing poor mental health (including people with dementia)

The provider had resolved the concerns for safety identified at our inspection on 15 December 2016 which applied to everyone using this practice, including this population group. The overall population group ratings have not been impacted and the rating for this group remains the same. The specific findings relating to this population group can be found at <http://www.cqc.org.uk/location/1-565501213>

Good



Lytham Road Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector reviewed and analysed the documentary evidence submitted.

Background to Lytham Road Surgery

This practice is located in the Fulwood area of Preston and provides services from a purpose built and adapted single storey building. At the time of our inspection there were 11038 patients registered with the practice. It is a member of NHS Preston Clinical Commissioning Group (CCG).

The age profile of the practice is very similar to the CCG and national averages. The male life expectancy for the area is 79 years compared with the CCG averages of 78 years and the national average of 79 years. The female life expectancy for the area is 82 years compared with the CCG averages of 82 years and the national average of 83 years.

There are eight GPs (five female and three male). There is a large practice nursing team of four nurse practitioner prescribers, three practice nurses and two healthcare assistants. There is also a practice manager and office manager with a supporting reception and administration team.

The practice is a teaching practice with two accredited trainers and there were two doctors undergoing GP training at the practice at the time of the inspection.

The practice delivers commissioned services under the General Medical Services (GMS) contract. It offers direct enhanced services for meningitis provision, the childhood vaccination and immunisation scheme, extended hours

access, facilitating timely diagnosis and support for people with dementia, influenza and pneumococcal immunisations, minor surgery, patient participation, rotavirus and shingles immunisation and unplanned admissions.

The practice is open on a Monday from 8am to 8pm, Tuesday from 8am to 6.30pm with later appointments available once a month until 8pm, Wednesday from 8am to 9pm with some early appointments available from 7.30am subject to demand, Thursday from 8am to 6.30pm with some early appointments available from 7.30am subject to demand and Friday from 8am to 6.30pm. The practice is also open from 8.30am to 12pm on a Saturday and from 8.30am to 12pm on some Sundays subject to patient demand. Patients can book appointments online, in person or via the phone. Emergency appointments are available each day. There is an out of hours service available provided by GotoDoc.

Why we carried out this inspection

We undertook a comprehensive inspection of Lytham Road Surgery on 15 December 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good with the key question of safe rated as requires improvement. The full comprehensive report following the inspection in December 2016 can be found on our website at <http://www.cqc.org.uk/location/1-565501213>

We undertook a follow up desk-based focused inspection of Lytham Road Surgery on 30 March 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.

Detailed findings

How we carried out this inspection

We carried out a desk-based focused inspection of Lytham Road Surgery on 30 March 2017. This involved reviewing evidence that:

- The practice had addressed the risks associated with storing medicines in the practice fridges outside recommended temperature ranges for safe storage.
- The practice business continuity plan was kept off site by key personnel.

Are services safe?

Our findings

At our previous inspection on 15 December 2016, we rated the practice as requires improvement for providing safe services as staff had not consistently followed the practice cold chain policy and procedures for the safe storage of medicines in a practice fridge. On several occasions over a prolonged period of time fridge recorded temperatures were outside the acceptable range of +2°C to +8°C. The cold chain is the process of maintaining vaccines and medication at a stable temperature throughout the supply chain. Temperatures outside this range may reduce potency leading to lack of desired response e.g. reduced immunity. There was no evidence that these anomalies had been investigated and remedial action taken.

Also, although the practice had a comprehensive business continuity plan in place for major incidents such as power failure or building damage, the practice management team did not keep copies of the plan at home.

These arrangements had significantly improved when we undertook a follow up inspection on 30 March 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and process

- The practice supplied us with evidence that they had purchased three new fridge temperature recorders for use in the practice fridges. We saw evidence that processes had been put in place to ensure that staff had online access to the temperatures recorded by this equipment and that timely monitoring of these temperatures was taking place. The practice had amended the cold chain policy to reflect the new processes and to ensure that staff maintained the cold chain and the storage of vaccines in the fridges within acceptable temperature ranges.

Arrangements to deal with emergencies and major incidents

- We saw that the practice had a business continuity plan that required key practice personnel to keep a copy of the plan at home and we were told that this now happened.