

# Berryfields Medical Centre

## Quality Report

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Date of inspection visit: 16 April 2016 We have not revisited Berryfields Medical Practice as part of this review because they were able to demonstrate that they were meeting the standards without the need for a visit.

Date of publication: 14/06/2016

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

Are services safe?

**Good**



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

In December 2014, we found concerns related to staff recruitment check and records during a desktop review of Berryfields Medical Practice, Aylesbury, Buckinghamshire. Following the inspection the provider sent us an action plan detailing how they would implement systems to ensure staff recruitment checks and records would be reviewed and improved.

We carried out a desktop review of Berryfields Medical Practice on 16 April 2016 to ensure these changes had been implemented and that the service was meeting regulations. Our previous inspection in December 2014 had found a breach of regulations relating to the requirement of workers. The ratings for the practice have been updated to reflect our findings.

We found the practice had made improvements since our last inspection on 4 December 2014 and they were meeting the regulation relating to recruitment checks and staff records that had previously been breached.

Specifically the practice was operating systems in relation to staff recruitment and records. These included:

- All staff had received Disclosure and Barring Service Checks. The practice had risk assessed all staff roles to determine which staff required DBS checks, including those undertaking chaperone duties.
- Staff recruitment checks had been updated to ensure all appropriate documentation was included in staff files. Including photographs, terms and conditions, references and induction checklists.

**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 provider was providing safe services.

Since our last inspection in December 2014 systems had been put in place and embedded operating systems were in operation for staff recruitment and records. These included:

- All staff had received Disclosure and Barring Service Checks. The practice had undertaken a risk assessment for all staff roles to determine which staff required DBS checks. .
- Staff recruitment checks had been updated to ensure all references were taken for newly appointed staff and gaps in employment were checked.

**Good**



# Berryfields Medical Centre

## Detailed findings

### Why we carried out this inspection

#### Why we carried out this inspection

We carried out a comprehensive inspection on 4 December 2014 and published a report setting out our judgements. We asked the provider to send a report of the changes they would make to comply with the regulation they were not meeting. We have followed up to make sure the necessary changes have been made and found the provider is now meeting the fundamental standards included within this report.

This report should be read in conjunction with the full inspection report. We have not revisited Berryfields Medical Practice as part of this review because the practice was able to demonstrate compliance without the need for an inspection.

### How we carried out this inspection

We reviewed information given to us by the practice, including policies around staff recruitment, staff personnel records.

# Are services safe?

## Our findings

At the inspection in December 2014, we found concerns which related to the requirements of staff recruitment checks and records. During this inspection review we found the practice had made improvements in these areas.

### Overview of safety systems and processes

- The practice provided evidence that appropriate recruitment checks had been undertaken prior to employment.
- Staff had received the appropriate checks through the Disclosure and Barring Service (DBS). The practice had risk assessed all staff roles to determine which staff required DBS checks and included those undertaking chaperone duties.
- Recruitment procedures had been updated to ensure appropriate references were taken for all newly recruited staff.
- Staff files had photo identification, an induction checklist and standard terms and conditions added to the records.