

Oaklands Surgery - Canvey Island

Quality Report

Central Canvey Primary Care Centre
Long Road, Canvey Island
Essex, SS8 0JA
Tel: 01268 209339
Website: www.oaklandssurgery.net

Date of inspection visit: 15 November 2016
Date of publication: 23/11/2016

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

Overall rating for this service

Good



Are services safe?

Good



Are services well-led?

Good



Summary of findings

Contents

Summary of this inspection

Overall summary	2
The five questions we ask and what we found	3

Detailed findings from this inspection

Our inspection team	4
Background to Oaklands Surgery - Canvey Island	4
Why we carried out this inspection	4
Detailed findings	5

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Oaklands Surgery 22 April 2016. Overall the practice was rated as good but required improvement for providing safe services.

During our last inspection we required the provider to make the following improvements;

- Ensure there are robust systems in place for the safe storage of vaccines.
- Continue to monitor patient feedback and survey data to ensure that the improvements that have been made are being reviewed and maintained.

A requirement notice was issued and the practice put an action plan in place to address the areas requiring improvement and ensure they were resolved.

On 11 November 2016 we conducted a desk top review and found;

- The practice had spoken with their clinical team and conducted a comprehensive review of their

management and storage of medicines. They had revised and replaced temperature recording devices to mitigate the risk of inaccurate fridge temperature readings. Their electronic temperature monitoring equipment was regularly downloaded to confirm adherence to their cold chain storage requirements.

- The practice had listened and responded to the findings of the January 2016 national GP patient survey and their three monthly patient feedback audits. They had recruited additional clinical staff (two nurses and a full time salaried GP). They had improved their responsiveness to patients during peak times with all available staff answering calls. The practice were also actively monitoring patient wait times with their telephone provider. The July 2016 national GP patient survey showed improvements in patient satisfaction levels with the service.

We were satisfied that the practice had made the required improvements.

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.

Good



- In April 2016 we found the practice could not ensure the safe storage of the vaccines as the cold chain had not been maintained. Following the inspection the practice had spoken with their clinical team and conducted a comprehensive review of their management and storage of medicines. They had revised and replaced temperature recording devices to mitigate the risk of inaccurate fridge temperature readings. Their electronic temperature monitoring equipment was regularly downloaded to confirm adherence to their cold chain storage requirements.

Are services well-led?

The practice is rated as good for providing well-led services.

Good



- In April we proposed the practice should continue to monitor patient feedback and survey data to ensure that the improvements that have been made are being reviewed and maintained. We found the practice had listened and responded to the findings of the January 2016 national GP patient survey and their three monthly patient feedback audit. They had recruited additional clinical staff (two nurses and a full time salaried GP). They had improved their responsiveness to patients during peak times with all available staff answering calls. The practice were also actively monitoring patient wait times with their telephone provider.
- The July 2016 national GP patient survey showed improvements in patient satisfaction levels with the service.

Oaklands Surgery - Canvey Island

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Background to Oaklands Surgery - Canvey Island

Oaklands Surgery – Canvey Island is located in a purpose built primary care centre shared with several other primary care providers as well as a pharmacy. The centre is located in the centre of Canvey Island with ample parking facilities and good public transport links. At the time of our inspection the practice had a list size of 10,295 patients.

There are two male GP partners, two female GP partners and one male salaried GP and a female locum GP. There are two practice nurses and two nurse practitioners, three of the team are independent prescribers. There are three healthcare assistants and one associate practitioner. Non-clinical staff include a practice manager, a practice secretary and a large administrative and reception team.

The practice is open between 8.30am and 6.30pm Monday to Friday. In addition, weekend appointments were available through the local GP Alliance at an alternative location.

When the practice is closed, patients are directed to out of hours services by calling 111. These services are provided by IC24.

Why we carried out this inspection

We inspected this service to follow up on the findings of the comprehensive inspection conducted on 22 April 2016. We checked whether the necessary improvements had been made.

We carried out a desk top review under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

Are services safe?

Our findings

In April 2016 the practice was inspected and improvements were required for providing safe services. The inspection found;

- Most of the arrangements for managing medicines, including emergency medicines and vaccines, in the practice kept patients safe (including obtaining, prescribing, recording, handling, storing, security and disposal). However we identified several potential breaks in the cold-chain for the handling and storage of vaccines, due to temperatures not being recorded adequately. This had not been identified by the practice and therefore no action had been taken to address this. We discussed this with the practice manager and immediate action was taken.

Following the inspection an action plan was put in place by the practice to ensure the timely progression and resolution of the concerns highlighted. We found;

- The practice had spoken with their clinical team and conducted a comprehensive review of their management and storage of medicines. They had contacted the pharmaceutical companies to ensure the safety and effectiveness of the medicines had not been compromised. They had replaced temperature recording devices to mitigate the risk of inaccurate fridge temperature readings. Their electronic temperature monitoring equipment was regularly downloaded to confirm adherence to their cold chain storage requirements.

Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

Our findings

In April 2016 the practice was inspected and it was proposed that the practice continue to monitor patient feedback and survey data to ensure that the improvements that have been made are being reviewed and maintained.

We found the practice had listened and responded to the findings of the January 2016 national GP patient survey. They also had continued to conduct three monthly patient feedback audits to capture concerns and achievements. In response to the feedback they had recruited additional clinical staff (two nurses and a full time salaried GP). They had improved their responsiveness to patients during peak times with all available staff answering calls. The practice were also actively monitoring patient wait times with their telephone provider.

The national GP Patient survey, published in July 2016 showed improvements in patient satisfaction on the January 2016 national GP survey results. For example;

- Previously 19% of respondents found it easy to get through to the surgery by phone. This had improved by 9% to 28% of respondents who found it easy to get through on the phones. However, this was still below the local average of 69% and the national average of 73%.
- There had also been a 2% improvement in respondents who would recommend the surgery to someone new to the area, from 49% in the January 2016 survey to 51% in the July 2016 survey.

The practice told us they were committed to improving their performance and were assessing the merits of diversifying the skills and knowledge of their clinical team, such as including a prescribing pharmacist and an additional prescribing nurse.