

Orchard House Surgery

Quality Report

South William Street,
Workington,
Cumbria,
CA14 2ED
Tel: 01900 603985
Website: www.orchardhousesurgeryworkington.co.uk

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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 Orchard House Surgery on 10 May 2016. The overall rating for the practice was good, although the practice was rated as requires improvement for safety. The full comprehensive report on the May 2016 inspection can be found by selecting the 'all reports' link for Orchard House Surgery on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 21 April 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulation that we identified in our previous inspection on 10 May 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

The practice is now rated as good for safe services, and overall the practice is rated as good.

Our key findings were as follows:

- The practice had taken action to address the concerns raised at the CQC inspection in May 2016. They had put measures in place to ensure they were compliant with regulations.
- Appropriate arrangements were now in place for the proper and safe management of medicines, including monitoring the temperatures of the refrigerators used to store vaccines, maintaining records of blank prescription form serial numbers in line with guidance issued by NHS Protect, and checks to ensure changes made to patients' records are correct.
- Arrangements were in place to ensure there was a practice-wide approach to the review of any new or revised clinical guidelines.
- Appraisals had been carried out for all staff in the past 12 months.
- A clearly-signed call button had been put in place to enable patients to summon support to access the surgery.

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. The practice had taken action to address the concerns raised during our previous inspection in May 2016. They had:

- Put a system in place to ensure daily monitoring the temperatures of the refrigerators used to store vaccines;
- Maintained records of blank prescription form serial numbers in line with guidance issued by NHS Protect;
- Adjusted the system for making changes to patients' medical records so that these were carried out by a GP and checked by the medicines manager.

Good



Orchard House Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Background to Orchard House Surgery

Orchard House Surgery is registered with the Care Quality Commission to provide primary care services. It is located in the town of Workington in Cumbria.

The practice provides services to around 5,500 patients from one location: South William Street, Workington, Cumbria, CA14 2ED. We visited this address as part of the inspection. The practice has four GP partners (two male and two female), one salaried GP (female), two practice nurses (both female), a healthcare assistant, two practice managers, a medicines manager and 11 staff who carry out reception and administrative duties.

However, the practice's CQC registration certificate shows that there are three male GP partners and one female GP partner; managers were aware of this and advised us that they would submit an application to amend the partnership details.

The practice is part of Cumbria clinical commissioning group (CCG). The practice population is in line with national averages, although the proportion of patients aged 65 and over is below average (19.7% compared to the national average of 22.4%). Information taken from Public Health England placed the area in which the practice is located in the third more deprived decile. In general, people living in more deprived areas tend to have greater need for health services.

The practice is located in a purpose built two storey building. There is a lift, on-site parking, disabled parking and a disabled WC. The main door to the building is automated, however, the door to access the practice is not and there is no doorbell or alternative way for patients to summon support to access the surgery.

Opening hours are between 8.30am and 6.30pm Monday to Friday. Patients can book appointments in person, on-line or by telephone. Appointments are available at the following times:

Monday - 9am to 11am; then from 3pm to 5.40pm

Tuesday - 9am to 11.30am; then from 3pm to 5.40pm

Wednesday - 9am to 11.20am; then from 3pm to 5.40pm

Thursday - 9am to 11.20am; then from 3pm to 5.40pm

Friday - 9am to 11.20am; then from 3pm to 5.40pm

Patients can also access urgent same day appointments at the local Primary Care Centre from Monday to Friday between 8am and 8pm.

The practice provides services to patients of all ages based on a General Medical Services (GMS) contract agreement for general practice.

The service for patients requiring urgent medical attention out of hours is provided by the NHS 111 service and Cumbria Health on Call Limited (CHoC).

Why we carried out this inspection

We undertook a comprehensive inspection of Orchard House Surgery on 10 May 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory

Detailed findings

functions. The practice was rated as good. The full comprehensive report following the inspection on May 2016 can be found by selecting the 'all reports' link for Orchard House Surgery on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Orchard House Surgery on 21 April 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.

How we carried out this inspection

We carried out an announced inspection on 21 April 2017. We visited the practice's surgery in Workington. We spoke with the practice managers and lead GP, as well as nursing and reception staff. We reviewed documentation related to safe management of medicines and prescriptions in the practice, the vaccine refrigerators, and assorted practice policies and protocols.

Are services safe?

Our findings

At our previous inspection on 10 May 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of management medicines were not adequate.

These arrangements had significantly improved when we undertook a follow up inspection on 21 April 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and processes

When we inspected the practice in May 2016 the practice could not demonstrate that the arrangements for managing medicines, including vaccinations, were fully satisfactory.

At this inspection, we found the practice had put in place systems, processes and practices in place to keep patients safe, and safeguarded from abuse.

- At the inspection in May 2016, it was unclear from the records from the refrigerator in the nurse's room whether the vaccines had been stored at the correct temperature at all times. When we visited in April 2017 we saw that an improved system had been put in place whereby all of the vaccine refrigerators were checked by

staff daily, and these checks were audited monthly to ensure compliance and to look for any errors. There were reminders and instructions for checking the temperatures in all of the rooms where the refrigerators were stored, as well as a checklist at reception to remind staff to check daily.

- Processes were in place for handling repeat prescriptions which included the review of high risk medicines, however, when we visited in May 2016 the system for managing hospital discharge letters required improvement to ensure that changes to medicines records were made correctly. In April 2017 we saw that these improvements had been made. A new protocol had been put in place so that hospital discharge letters were passed to the GP, who then made the relevant changes to the patient's record. These were then checked by the medicines manager to ensure all the correct changes had been made.
- In May 2016, we saw that prescription pads were securely stored but there were no systems in place to monitor their use. At the inspection in April 2017, we found that this had been rectified and that all blank prescription form serial numbers were being logged on receipt into the practice. There was a clear audit trail of the movement of these forms through the practice.