

Care Quality Commission

Inspection Evidence Table

Audlem Medical Practice (1-547483745)

Inspection date: 6 February 2020

Date of data download: 14 January 2020

Overall rating: Good

Safe

Rating: Good

At our previous inspection 19 December 2018, we rated the practice as Requires Improvement for providing safe services. This was because there were breaches of regulations. Regulation 12 Safe Care and Treatment, as the provider could not demonstrate the clinical reason why some medicines had been prescribed. The provider had failed to ensure that clinical records were maintained. A record of the consultation, outcome and treatment had not been recorded in patients' clinical records. There was no system in place to audit clinical records to offer assurance that patients care, and treatment was safe and appropriate. Regulation 13 Safeguarding, as some clinicians had not received up to date safeguarding training appropriate to their role. We also recommended that the practice should update the safeguarding policy; review the system to monitor patient group directives (PGDs); have a structured and formal monitoring and supervision system for the advanced nurse practitioners (ANPs) and salaried GPs and suitable infection control training should be provided to the designated infection control lead. At this inspection we found the provider had satisfactorily addressed the issues and is now rated as good for providing safe services.

Safety systems and processes

The practice had clear systems, practices and processes to keep people safe and safeguarded from abuse.

Safeguarding	Y/N/Partial
Policies and procedures were monitored, reviewed and updated.	Yes
Partners and staff were trained to appropriate levels for their role.	Yes
Explanation of any answers and additional evidence: At our previous inspection 19 December 2018, we found that not all staff had received up to date safeguarding training appropriate for their role; and that the safeguarding policies did not include information and guidance regarding female genital mutilation (FGM), modern slavery and child sexual exploitation. At this inspection 6 February 2020, the provider sent us a training matrix and a sample of training certificates which demonstrated that all staff had received appropriate levels of safeguarding training; and updated policies for safeguarding children and vulnerable adults containing relevant information.	

Infection prevention and control

Appropriate standards of cleanliness and hygiene were met.

	Y/N/Partial
Staff had received effective training on infection prevention and control.	Yes
Explanation of any answers and additional evidence: At our previous inspection 19 December 2018, we found that although staff had received training relevant to their role, the infection control lead required access to guidance to keep them up to date with best practice to facilitate their role. At this inspection 6 February 2020, the provider sent us information to demonstrate the practice had sought ways to help support the member of staff including purchasing information, leaflets and workbooks from online support. In addition, one of the practice nurses attended local practice nurse meetings where infection control issues were discussed, and information cascaded back to the practice.	

Information to deliver safe care and treatment

Staff had the information they needed to deliver safe care and treatment.

	Y/N/Partial
Individual care records, including clinical data, were written and managed securely and in line with current guidance and relevant legislation.	Yes
Explanation of any answers and additional evidence: At our previous inspection 19 December 2018, we found that a sample of some medical records did not demonstrate the clinical reason why some medicines had been prescribed. We also found that records of the consultation, outcome and treatment had not been recorded in patients' clinical records. There was no system in place to audit clinical records to offer assurance that patients care and treatment was safe and appropriate. We also recommended that a structured and formal monitoring and supervision system for the advanced nurse practitioners (ANPs) and salaried GPs should take place to offer assurance that the treatment being provided is safe and appropriate. At this inspection 6 February 2020, the provider sent us assurances that relevant records had been reviewed, and further guidance provided where necessary. The practice now had a system of consultation and record audits. The practice had introduced a safety netting system whereby a member of staff checked that all records were completed at the end of every clinical session. We were informed that the practice now carries out a consultation analysis of two sessions of consultations of the ANP and salaried GPs every six months as an ongoing exercise. We were sent copies of recent consultation audits that demonstrated this.	

Appropriate and safe use of medicines

The practice had systems for the appropriate and safe use of medicines, including medicines optimisation

Staff had the appropriate authorisations to administer medicines (including Patient Group Directions or Patient Specific Directions).	Yes
Explanation of any answers and additional evidence: At our previous inspection 19 December 2018, we found patient group directions (PGDs) had not always been appropriately signed. At this inspection 6 February 2020, the provider sent us a sample of two copies of signed PGDs and a protocol for how PGDs are now managed in the practice.	

Additional evidence:

At our previous inspection 19 December 2018, we also recommended that the practice continue to monitor the level of exception reporting at the practice and review changes made to the recall system to offer assurance that more patients are being reviewed and receiving appropriate treatment.

At this inspection 6 February 2020, the provider sent us assurances that exception reporting was being closely monitored and they were delaying reporting to allow more patients to be seen.