

# Evergreen Practice

## Quality Report

Skimped Hill Health Centre  
Skimped Hill Lane  
Bracknell  
Berkshire  
RG12 1LH

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Website: [www.evergreenpracticegp.nhs.uk](http://www.evergreenpracticegp.nhs.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 
Are services effective?	
Are services caring?	
Are services responsive to people's needs?	
Are services well-led?	

# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

In October 2014 we found concerns related to the recruitment of staff during a comprehensive inspection of Evergreen Practice. Following the inspection the practice sent us an action plan detailing how they would improve recruitment and undertake necessary staff checks. We carried out desktop review of the Evergreen Practice on 15 July 2015 to ensure these changes had been implemented and that the practice was meeting regulations. Our previous inspection in October 2014 had found breaches of regulations relating to the safe delivery of services. The ratings for the practice have been updated to reflect our findings.

We found the practice had made improvements since our last inspection on 2 October 2014 and they were meeting the regulation relating to the recruitment of staff that had previously been breached.

Specifically the practice was:

- Operating safe systems in relation to the recruitment of staff.

We have changed the rating for this practice to reflect these changes. The practice is now rated good for the provision of safe, effective, caring, responsive and well led services.

### **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?**

At our last inspection in October 2014 we found the practice was not undertaking all staff checks required when recruiting employees. In July 2015 we were sent evidence which showed recruitment procedures and staff checks were carried out to ensure that staff were suitable to work in positions of trust and with patients. A recruitment policy had been implemented to ensure that requirements related to the employment of staff were followed.

Good



### **Are services effective?**

We did not inspect this domain as part of this inspection.

### **Are services caring?**

We did not inspect this domain as part of this inspection.

### **Are services responsive to people's needs?**

We did not inspect this domain as part of this inspection.

### **Are services well-led?**

We did not inspect this domain as part of this inspection.

# Summary of findings

# Evergreen Practice

## Detailed findings

### Background to Evergreen Practice

Evergreen Practice is located in purpose built premises in an urban area. It provides primary medical services to approximately 3500 registered patients. The practice has two practising GP partners; one male partner and one female salaried partner, practice nurses, administration, reception staff and a recently appointed business manager, a total of 15 staff. The practice has a higher proportion of

patients aged 25 to 44 years compared to the local Bracknell and Ascot Clinical Commissioning Group (CCG) and national averages and a lower proportion in the over 60 year age group. The practice serves a population which is more affluent than the national average.

The practice has opted out of providing out-of hours services to its own patients and uses the services of a local out-of-hours service. The practice holds a General Medical Services contract.

Evergreen Practice provides services from one location which was visited a part of this inspection: Skimped Hill Health Centre, Skimped Hill Lane, Bracknell, Berkshire RG12 1LH.

### Why we carried out this inspection

We carried out an inspection on 2 October 2014 and published a report setting out our judgements. We found improvements were required regarding providing safe services. We asked the provider to send a report and evidence of the changes they had made to comply with the regulation they were not meeting.

This review 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 quality of the service under the Care Act 2014. 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 Evergreen 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 records of staff recruitment checks and a recruitment policy. We have not revisited Evergreen Practice as part of this review.

## Are services safe?

### Our findings

At the last inspection in October 2014 we had concerns that patients were supported or cared for by staff who had been suitably recruited because appropriate checks were not always completed before new staff had commenced employment.

Since the last inspection we received an action plan from the provider informing us of the action they had taken to become compliant. The provider sent us evidence that they had taken appropriate action to ensure all staff were subject to suitable checks prior to commencing

employment and that these checks had been undertaken for all staff. This included evidence to demonstrate how the practice had checked that employment histories were full and that any gaps were accounted for. We noted health checks required for certain staff were also undertaken. The provider had maintained records of the recruitment checks they had undertaken.

We noted the provider's recruitment policy had been amended to reflect the need for references where staff had previously worked in health or social care settings. Staff had received the checks required as result of these changes to the recruitment and staff background checking process.

# Are services effective?

(for example, treatment is effective)

## Our findings

We did not include this domain in this inspection.

# Are services caring?

## Our findings

We did not include this domain in this inspection.



# Are services responsive to people's needs? (for example, to feedback?)

## Our findings

We did not include this domain in this inspection.

# Are services well-led?

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

## Our findings

We did not include this domain in this inspection.