

# Corbin Avenue Surgery

## Quality Report

Corbin Avenue

Ferndown

Dorset

BH22 8AZ

Tel: 01202 897989

Website: [www.corbinavenuesurgery.co.uk](http://www.corbinavenuesurgery.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 a focused desktop inspection of Corbin Avenue Surgery on 28 June 2016 to assess whether the practice had made the improvements in providing safe care and services.

We had previously carried out an announced comprehensive inspection at Corbin Avenue Surgery on 14 January 2016 when we rated the practice as good overall. The practice was rated as requires improvement for providing safe care. This was because of how the fridge temperatures that stored vaccines were managed.

We asked the provider to send a report of the changes they would make to comply with the regulations they

were not meeting at that time. The practice was able to demonstrate that they were meeting the standards. The practice is now rated as good for providing safe care. The overall rating remains as good.

This report should be read in conjunction with the full inspection report dated 14 January 2016.

Our key finding across the area we inspected was as follows:

- There was an open and transparent approach to safety and an effective system in place for the management and monitoring of fridge temperatures.

**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.

There were safe and effective systems in place:

- For the management of vaccine fridge temperatures.

**Good**



# Corbin Avenue Surgery

## Detailed findings

### Background to Corbin Avenue Surgery

Corbin Avenue Surgery is located at Corbin Avenue, Ferndown, Dorset BH22 8AZ.

Corbin Avenue Surgery is based in a residential area of Ferndown, Dorset, and is part of NHS Dorset Clinical Commissioning Group (CCG). Corbin Avenue Surgery provides services under a NHS Personal Medical Services contract to approximately 5370 people living in the BH22 post code, which includes Ferndown, West Parley, West Moors, Longham, Canford Bottom and Hurn areas. The practice population has a higher proportion of older people (more than 65 years of age) compared to the average for England.

The practice has one male GP partner, one female GP partner and one female salaried GP who are supported by two practice nurses, two health care assistants and one phlebotomist. The clinical team are supported by a management team with secretarial and administrative staff. Corbin Avenue Surgery is a training practice for doctors training to be GPs and a teaching practice for medical students.

Corbin Avenue Surgery is open between 8am and 6.30pm Monday, Wednesday and Friday, and from 8am to 5.30pm on Tuesdays and Thursdays. When the practice is closed, patients can attend the branch surgery at Glenmoor Road, Ferndown. Appointments are available between these times, except between 1pm and 2pm daily. Extended hours surgeries are offered every Wednesday between 6.30pm and 7.30pm.

Corbin Avenue Surgery has opted out of providing out-of-hours services to their own patients and refers them to the Dorset Urgent Care service via the NHS 111 service. The surgery offers online facilities for booking of appointments and for requesting prescriptions.

Corbin Avenue Surgery has a branch surgery a few miles away at 54 Glenmoor Rd, Ferndown BH22 8QF. The management of both locations is organised at the Corbin Avenue Surgery. Staff work across both locations and patients are able to make appointments at both locations.

We previously inspected Corbin Avenue Surgery on 14 January 2016. Following this inspection, the practice was given a rating of good. The practice was rated as requires improvement for providing safe care. This was because of how the fridge temperatures that stored vaccines were managed.

A copy of the report detailing our findings can be found at [www.cqc.org.uk/](http://www.cqc.org.uk/)

### Why we carried out this inspection

We carried out an announced inspection at Corbin Avenue Surgery on 14 January 2016 when we rated the practice as good overall. Specifically, the practice was rated as good for providing responsive services, being well-led, providing effective care for being caring and requires improvement for providing safe care.

As a result of the inspection in January 2016, the provider was found to be in breach of regulations 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. There was no robust system in place to review and

# Detailed findings

action fridge temperatures that exceeded recommended levels for the safe storage of vaccines. This meant the practice could not be reassured that vaccines stored within the fridge were safe and effective to use.

We asked the provider to send a report of the changes they would make to comply with the regulations they were not meeting at that time. We have followed up to make sure that the necessary changes have been made and found the provider is now meeting the regulations included within this report. This report should be read in conjunction with the full inspection report.

## How we carried out this inspection

We have not revisited Corbin Avenue Surgery as part of this review because they were able to demonstrate that they were meeting the standards without the need for a visit. We carried out a focused review based on the evidence the practice provided to us.

Following the inspection in January 2016, the provider sent us evidence which demonstrates how the vaccine fridge is now closely monitored and that appropriate action is taken if temperatures fall outside of the recommended range for the safe storage of vaccines.

# Are services safe?

## Our findings

### Monitoring risks to patients

At our last inspection on 14 January 2016, we found that the temperatures for fridges which stored vaccines, had on occasion exceeded recommended levels for the safe storage of vaccines. Daily temperature readings of fridges that store vaccines were taken and recorded. However, on more than one occasion, high readings (in excess of 8°C) were recorded without a satisfactory explanation or check to establish if this was an ongoing problem. This meant the practice could not be reassured that vaccines were safe and effective for use.

On 18 April 2016 the practice was able to supply evidence of how they had improved their procedures and were now complying with the regulation. The practice submitted fridge temperature logs and records and a protocol for the management of fridge temperatures.

The practice had an effective system in place to monitor the safe storage of vaccines. Temperatures are recorded on a daily basis. The practice had a policy in place which stated that temperatures which exceed recommended levels will be reported to the management team and investigated immediately. The practice provided evidence that the temperature logs were reviewed weekly by a member of the practice management team, and any anomalies were queried and actioned. As an extra precaution, two new fridge thermometers have also been installed. Vaccine fridges were serviced on an annual basis to ensure they continued to be fit for use.