

South Wight Medical Practice

Quality Report

The Surgery
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Brighstone
Isle of Wight
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Website: www.southwightmedicalpractice.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 inspection of South Wight Medical Practice on 14 December 2016 to check that action had been taken since our previous inspection in March 2015. Overall the practice is rated as good.

At our previous inspection, the practice was rated good for Effective, Caring, Responsive and Well Led services and was rated as good overall. However, the practice was rated as requires improvement in the Safe domain due to breaches of regulations relating to the safe delivery of services.

This was because:

- A legionella risk assessment had not been carried out.
- The practice did not handle blank prescription forms in accordance with national guidance.

We inspected the practice on 14 December 2016 to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection of South Wight Medical Practice on our website at www.cqc.org.uk

Our key findings for this inspection were as follows:

- The practice had completed a Legionella risk assessment and had completed the requirements necessary to reduce risk of infection.
- The practice had updated their policy and protocol in relation to blank prescription forms and handled them in accordance with national guidance.

The practice is now rated good for Safe 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?

The practice is rated good for providing safe services.

- The practice had completed a Legionella risk assessment and had completed the requirements found in the assessment.
- The practice had updated their policy and protocol in relation to blank prescription forms and handled them in accordance with national guidance.

Good



South Wight Medical Practice

Detailed findings

Our inspection team

Our inspection team was led by:

At this review, our inspection team consisted of a Care Quality Commission Inspector and a GP specialist advisor.

Background to South Wight Medical Practice

South Wight Medical Practice is situated in a largely rural area of the Isle of Wight. The practice has approximately 5700 patients on its register, this number increases during the summer months when the tourist season is at its height.

The practice has significantly higher numbers of patients who are aged 55 to 85 years and older when compared the England average. There are lower numbers of patients aged 0 to 44 years when compared with the England average.

South Wight Medical Practice has four GP partners, three of whom are male and one who is female; one registrar, a doctor who is training to be a GP; five practice nurses one of whom is training to be an advance nurse practitioner and one health care assistant. The clinical team are supported by a practice manager; two senior medical receptionists/secretaries; five receptionists; one audit information clerk; one accounts clerk; and one administrator. The practice is also a training practice for doctors who want to become GPs.

The practice is a dispensing practice; the dispensary is staffed by a dispensary supervisor and six dispensing staff.

The Practice is open between 8.30am and 6.30pm, Mondays to Fridays. Appointments were available at the

Brighstone Surgery on Monday to Fridays between 9am-1pm, and on Mondays, Wednesdays and Fridays between 2.30pm-6pm. When Brighstone Surgery was closed, other sites were open each afternoon and patients could be seen at the branch locations.

When the practice is closed out of hours, patients are directed to the out of hour's service provided by the Isle of Wight Out of Hours Service via the 111 telephone number.

South Wight Medical Practice is situated at The Surgery, New Road, Brighstone, Isle of Wight PO30 4BB.

Branch surgeries are situated at: The Surgery, Yarborough Close, Godshell, Isle of Wight. PO383HS and The Surgery, Blackgang Road, Niton, Isle of Wight PO38 2BN. Staff work across all three sites. During this visit we did not visit the branch surgeries.

Why we carried out this inspection

At the inspection carried out on 24 March 2015, we made a requirement to address shortfalls in regulation 12.

The registered person did not have suitable systems in place to ensure the secure storage and appropriate record of medicine related stationery.

The registered person did not have suitable systems to assess the risk of preventing and controlling the spread of infections. A legionella risk assessment had not been carried out.

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.

Detailed findings

How we carried out this inspection

We revisited South Wight Medical Practice as part of this review because they were able to demonstrate that they were meeting the standards.

To get to the heart of patients' experiences of care and treatment, we always ask the following five questions:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Are services safe?

Our findings

At our inspection in April 2015 we found that:

Risks to patients were assessed and well managed. However, a legionella risk assessment had not been carried out and blank prescriptions were not always handled securely. There were enough staff to keep patients safe.

At our visit on 14 December 2016 the practice was able to provide evidence to show that the requirements we had asked to be carried out had been completed.

The practice had updated the Infection prevention and control manual in January 2016 and the Legionella management testing and investigation policy had been reviewed and was due for a review in December 2016.

The practice had employed a professional water system management company to carry out a full Legionella risk

assessment at all three locations on 11 July 2015 and had then completed actions in areas identified in the assessment that required improvements. The practice recorded water temperatures every month and the practice was in the process of booking the water system management company to carry out routine water hygiene works in the new year.

The practice had reviewed all the security matters around the safe storage of blank prescriptions and there were now records covering the receipt of prescription forms and the booking out of the forms. The practice had updated its processes and the prescription forms were handled consistently in accordance with national guidance. The prescription forms were monitored during working hours and securely locked away when the practice was closed. The access to the key was restricted, to prevent unauthorised access.