

Elmham Surgery

Quality Report

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Dereham

Norfolk

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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

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 Elmham Surgery on 12 April 2016. The overall rating for the practice was good with a rating of requires improvement for providing safe services. The full comprehensive report based on the 12 April 2016 inspection can be found by selecting the 'all reports' link for Elmham Surgery on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on 30 March 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is rated as good. During the inspection on 12 April 2016 we found areas of practice where the provider needed to make improvements.

We found that the provider must:

- Undertake infection control audits in order to protect patients and staff.

- Ensure that Patient Group Directions are reviewed and in date and ensure that Patient Specific Directions are in place to protect both staff and patients.

Our key findings as a result of this desk-based review on 30 March 2017 were as follows:

- The practice had implemented infection control audits to ensure that safe infection control measures were in place.
- The Patient Group Directions (PGDs) and Patient Specific Directions (PSDs) had been reviewed and embedded into practice.

We found the provider should:

- Improve the infection control action plans to identify the person responsible for each action and a target date for completion so that progress can be monitored.

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?

We found the practice had taken appropriate improvement action.

- The practice had implemented infection control audits to ensure that safe infection control measures were in place and were being followed by staff. Although action plans were developed following the audits, these did not include details to enable progress to be monitored; for example the named person responsible for the action and the expected date of completion.
- The Patient Group Directions (PGDs) had been reviewed and Patient Specific Directions (PSDs) developed and embedded into practice.

Good



Elmham Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

This desk based follow up inspection was completed by a CQC lead inspector.

Background to Elmham Surgery

The practice is situated in rural Norfolk, close to the market town of Dereham. The practice offers consultation space for GPs and nurses who work for the practice as well as additional external healthcare professionals including midwives, dementia support nurses and phlebotomists not employed by the practice. There are four GP Partners and one salaried GP at the practice (three female and two male GPs). There are also seven nurse practitioners (and one trainee); five practice nurses, three healthcare assistants and two phlebotomists. The dispensing team is made up of 14 members of staff.

The practice manager has a team of 12 administration staff and 12 reception staff.

The practice is open between 8.30am and 6.30pm Mondays, Tuesdays, Thursdays and Fridays. On Wednesdays the practice is open from 8.30am until 6pm. Nurse appointments are available from 8.30am to 12.30pm every morning and from 2pm to 5.30pm daily. GP appointments are available from 8.30am until 11am and from 13.10pm until 5.30pm.

If the practice is closed, patients are asked to call the NHS 111 service or to dial 999 in the event of a life threatening emergency.

Patient population data shows there are more patients who are aged between 65 and 85 years old compared to the national average registered with the practice. The deprivation score is below national average; however, unemployment in the practice population is slightly higher than the national average as is percentage of patients who provide unpaid care. Male and female life expectancy is in line with the national average at 80 years for men and 83 years for women.

Why we carried out this inspection

We undertook a comprehensive inspection of Elmham Surgery on 12 April 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall and requires improvement for the key question 'Is it safe?'. The full comprehensive report following the inspection on 12 April 2016 can be found by selecting the 'all reports' link for Elmham Surgery on our website at www.cqc.org.uk.

We undertook a desk-based focused inspection of Elmham Surgery on 30 March 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 a desk-based focused inspection of Elmham Surgery on 30 March 2017. This involved reviewing evidence that:

- Infection control audits had been established and relevant actions plans were in place.

Detailed findings

- Patient Group Directions had been updated.
- Patient Specific Directions had been implemented appropriately.

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 previous inspection on 12 April 2016, we rated the practice as requires improvement for providing safe services. There were no infection control audits in place to monitor cleanliness and infection control. The Patient Group Directions (PGD) were out of date by one year and there were no Patient Specific Directions (PSD) in place to enable the health care assistants and practice nurses to administer vaccines and medicines under the direction of a GP or nurse prescriber.

These arrangements had significantly improved when we undertook a follow up inspection on 30 March 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and processes

We reviewed copies of infection control audits that had been completed at Elmham Surgery in September 2016 and at the branch practice in Swanton in October 2016. These had been completed by the nurse with lead

responsibility for infection control. Minor issues were identified and actioned. Although there were plans to repeat the audit after six months, the action plan did not have a target date and did not name the person responsible for the actions. The practice had also completed an audit of waste management, hand washing and the management of sharp instruments.

Evidence we reviewed as part of this desk-based inspection showed that appropriate action had been taken to update the PGDs and develop appropriate PSDs.

The practice had reviewed all of their PGDs and provided evidence these were in place. This included PGDs for medicines such as caneston cream, ibuprofen and paracetamol.

The practice also developed some PSDs to ensure that medicines could be given under the direction of a qualified prescriber. These included medicines such as vaccines and salbutamol.