

The Orchard Practice

Inspection report

Dartford West Health Centre
Tower Road
Dartford
Kent
DA1 2HA
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www.theorchardpractice.co.uk

Date of inspection visit: 23 Jan 2019
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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 location

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Requires improvement 

Overall summary

We carried out an announced comprehensive inspection at The Orchard Practice on 23 January 2019 as part of our inspection programme.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We have rated this practice as good overall and in four of the key questions with the exception of well-led, where they require improvement. They have been rated as good for all population groups.

We rated the practice **good** for providing safe, effective, caring and responsive care because:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The practice clinical team promoted the delivery of high-quality, person-centred care.

We rated the practice **requires improvement** for well-led because:

- The overall governance arrangements were not consistently effective.

The areas where the provider **must** make improvements are:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

(Please see the specific details on action required at the end of this report).

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Population group ratings

Older people	Good 
People with long-term conditions	Good 
Families, children and young people	Good 
Working age people (including those recently retired and students)	Good 
People whose circumstances may make them vulnerable	Good 
People experiencing poor mental health (including people with dementia)	Good 

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a practice manager specialist advisor.

Background to The Orchard Practice

The Orchard Practice is located at Dartford in Kent in a purpose-built building alongside two other practices all based on the ground floor. The surgery has good transport links and there is a pharmacy located close by.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

The Orchard Practice is situated within the Dartford, Gravesham and Swanley Clinical Commissioning Group (CCG) and provides services to 7300 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of three female GP's and one part time salaried GP who is male. Two of the partners are new to the practice joining in May 2018. There are three practice nurses each with specific areas to lead on and take responsibility for. There are also two phlebotomists, one of which is also training to be a health care assistant. The clinical staff are supported by a practice manager and an administrative/receptionist team. The practice is a training practice for doctors who want to be GPs.

Information published by Public Health England, rates the level of deprivation within the practice population group as eight, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

Services are provided from: The Orchard Practice, Dartford West Health Centre, Tower Road, Dartford, Kent, DA1 2HA.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 17 HSCA (RA) Regulations 2014 Good governance How the regulation was not being met: Not all systems and processes established were operating effectively to demonstrate good governance. In particular we found:The arrangements to assess, monitor and improve the quality and safety of the service were not operated effectively, in particular in relation to the implementation of regular clinical audits, and that there was not a consistent process for identifying, recording and managing risks, including the required recruitment checks, recording the detail of and sharing the learning from significant events and a process to record action taken as a result of safety alerts.This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.