

Harbury Surgery

Quality Report

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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 had carried out an announced comprehensive inspection of Harbury Surgery on 23 June 2016. As a result of our inspection the practice was rated as good overall but required improvement for providing safe services. The full comprehensive report for the June 2016 inspection can be found by selecting the 'all reports' link for Harbury Surgery on our website at www.cqc.org.uk.

This inspection was a focused desk-based review carried out on 31 May 2017 to confirm that the provider had carried out their plan to meet the legal requirements in relation to the breach in regulations that we identified in our previous inspection on 23 June 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

The practice is now rated as good for the provision of safe services and rated as good overall.

Our key findings were as follows:

- The practice had taken action to improve the overall security in the management of medicines and

prescription stationery. Evidence was provided to demonstrate that systems had been implemented and that security locks had been installed to all clinical rooms.

- Improvements had been made to ensure that patients' privacy and dignity during examinations, investigations and treatments was protected at all times in examination rooms. Evidence provided demonstrated that curtain rails and disposable curtains had been installed.
- The practice provided copies of meeting minutes to demonstrate the action they had taken to ensure that all clinical discussions were recorded.
- The practice had taken steps to increase the number of patients on their carers register. They had identified patients who were also carers or had a carer, so the practice could provide them with appropriate support and guidance. The number of carers had increased from 21 to 198, which represented an 11% increase since the inspection in June 2016.

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.

- The practice had taken action to improve the overall security in the management of medicines and prescription stationery. Evidence was provided to demonstrate that systems had been implemented and that security locks had been installed to all clinical rooms to improve security.
- The practice provided copies of meeting minutes to demonstrate the action they had taken to ensure all clinical discussions were recorded.

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

Following our comprehensive inspection on 23 June 2016 we rated the practice as good for the population group of older patients. We did not review any evidence during our desk based review to alter this rating.

Good



People with long term conditions

Following our comprehensive inspection on 23 June 2016 we rated the practice as good for the population group of patients with long-term conditions. We did not review any evidence during our desk based review to alter this rating.

Good



Families, children and young people

Following our comprehensive inspection on 23 June 2016 we rated the practice as good for the population group of families, children and young patients. We did not review any evidence during our desk based review to alter this rating.

Good



Working age people (including those recently retired and students)

Following our comprehensive inspection on 23 June 2016 we rated the practice as good for the population group of working age patients (including those recently retired and students). We did not review any evidence during our desk based review to alter this rating.

Good



People whose circumstances may make them vulnerable

Following our comprehensive inspection on 23 June 2016 we rated the practice as good for the population group of patients whose circumstances may make them vulnerable. We did not review any evidence during our desk based review to alter this rating.

Good



People experiencing poor mental health (including people with dementia)

Following our comprehensive inspection on 23 June 2016 we rated the practice as good for the population group of patients experiencing poor mental health (including patients with dementia). We did not review any evidence during our desk based review to alter this rating.

Good



Harbury Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

a CQC Lead Inspector.

Background to Harbury Surgery

Harbury Surgery is the only provider of GP services to the village of Harbury in Warwickshire. The practice has a General Medical Services (GMS) contract with NHS England. A PMS contract is one type of contract between general practices and NHS England for delivering primary care services to local communities. Its current premises were purpose built approximately 20 years ago and have accessible facilities for patients with disabilities. The practice has a patient list size of approximately 5,800.

Patients are also served by a small branch located in nearby Bishops Itchington. Both the main site and the branch have medicine dispensaries. A higher than average proportion of the patient population are aged over 45 and levels of social deprivation are significantly lower than the national average. The practice also provides some enhanced services to patients. An enhanced service is separate from the core contractual requirements of the practice and is commissioned at national or local level to improve the range of services available to patients. For example, the practice offers minor surgery, medicine dispensing, patient online access and facilitates timely diagnosis and support for people with dementia.

The clinical team includes two GP partners and three salaried GPs, two nurses and a phlebotomist (a healthcare

professional who takes blood samples from patients). The team is supported by a practice manager, an assistant practice manager, six administrative and reception staff and three dispensers.

The practice reception operates from 8.30am to 12.30pm, and 1.30pm to 6.30pm from Monday to Friday. From 8am to 8.30am and 12.30pm to 1.30pm the practice's answering machine directs patients the on-call GP's mobile phone. The branch at Bishops Itchington opens daily from 9am to 12pm, and on Monday and Wednesday afternoons from 3.45pm until 6pm. Appointments are available between these hours and patients are directed to out-of-hours services provided by NHS 111 when the practice is closed.

Why we carried out this inspection

We undertook a comprehensive inspection of Harbury Surgery on 23 June 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement in the provision of safe services. The full comprehensive report following the inspection in June 2016 can be found by selecting the 'all reports' link for Harbury Surgery on our website at www.cqc.org.uk.

We undertook a focused desk-based review of Harbury Surgery on 31 May 2017 to consider the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

Detailed findings

How we carried out this inspection

We carried out a desk-based focused inspection of on 31 May 2017. This involved reviewing evidence that:

- The security of medicines and prescription stationery had been improved and maintained.
- Action had been taken to ensure patient privacy and dignity was protected at all times.

- An ongoing record of all clinical discussions had been implemented and maintained.
- Action had been taken to identify patients who were also carers.

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 23 June 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of the security of medicines and prescription stationery were not adequate. In addition, although recent safety alerts had been actioned and discussed at monthly clinical meetings, no records of the discussions had been recorded in meeting minutes. The practice provided evidence to demonstrate these arrangements had significantly improved when we undertook a focused desk-based review on 31 May 2017. The practice is now rated as good for providing safe services.

Safe track record and learning

The practice received safety alerts issued by external agencies, for example from the Medicines and Healthcare products Regulatory Agency (MHRA) and The National

Institute for Health and Care Excellence (NICE). All safety alerts were received by the practice manager and circulated by email to relevant members of staff to ensure they were aware of them, including dispensary staff.

The practice provided copies of meeting minutes which showed that discussions and actions taken in response to safety alerts were now routinely recorded.

Overview of safety systems and processes

The arrangements for managing medicines in the practice minimised risks to patient safety. GPs stored blank prescription pads securely and there was a system to monitor the use of prescription pads and printer forms. The practice provided evidence which demonstrated the action they had taken since our last inspection to improve the overall security in the management of medicines and prescription stationery. This had included the installation of security locks to all clinical rooms to provide secure storage for prescription printer forms.