

Lister Lane 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 carried out an announced comprehensive inspection at Lister Lane Surgery on 21 April 2015. The practice was rated as Good overall, however it was rated as Requires Improvement in relation to providing safe services to all the population groups it serves. Breaches of legal requirements were found.

Following on from the inspection the practice provided us with an action plan detailing the evidence of the actions they had taken to meet the legal requirements in relation to providing safe services to the population in serves.

We undertook a desk based review during March 2016. We also visited the practice on 4 April 2016. This was to review in detail the information the practice had sent to us and to confirm that the practice were now meeting legal requirements. This report only covers our findings in relation to those requirements.

The full comprehensive report which followed our inspection in April 2015 can be found by selecting the 'all reports' link for Lister Lane Surgery on our website at www.cqc.org.uk

Our key findings across the area we inspected were as follows:

- Risks to patients were assessed and well managed.

- Since our last inspection the practice had carried out fire risk assessments of Lister Lane Surgery and the branch site Nursery Lane Surgery. A third branch surgery Boothtown Surgery operated under the health and safety policies of Caritas Group Partnerships, and was subject to their corporate fire risk assessment. We were shown the detailed fire risk assessments for Lister Lane and Nursery Lane Surgeries, and saw that action plans had been formulated following these assessments and necessary actions had been carried out.
- A legionella assessment had been completed at Lister Lane and Nursery Lane Surgeries.
- An infection prevention and control (IPC) audit had been carried out at all sites operated by the practice. Identified actions had been completed. The practice told us they would complete an annual IPC audit at all sites operated by the practice.
- Medicine storage arrangements had been reviewed and improved to ensure medicines were appropriately logged and stored. We were shown evidence of the practice action plan in relation to medicine storage, and were shown how medicines were safely stored in the practice.

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 focused inspection was conducted in order to review issues which were identified at the comprehensive inspection carried out on 21 April 2015. This inspection found that the practice required improvement in relation to providing safe services to the population groups it serves. The focused inspection rated the practice as good for providing safe services to the practice population.

- This focused review found that the practice had completed fire risk assessments of the practice and one of the branch sites to the practice. The third branch site was subject to the health and safety processes of the Caritas Group of practices, and was subject to their corporate fire risk assessments. The practice was in the process of completing any actions which had been identified
- This review also found that a legionella testing certificate had been obtained for the practice and one of the branch sites.
- We were provided evidence that infection prevention and control (IPC) audits had been completed, and that identified actions had been completed. The practice also told us that an annual IPC audit would be carried out at the practice and the two branch sites.
- The practice had developed new systems for the logging and checking of medicines. We saw that medicine storage arrangements were appropriate and secure.

Good



Summary of findings

The six population groups and what we found

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

Lister Lane Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

The inspection was carried out by a CQC inspector

Why we carried out this inspection

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How we carried out this inspection

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Are services safe?

Our findings

Our key findings across the area we inspected were as follows:

- Risks to patients were assessed and well managed.
- Since our last inspection the practice had carried out fire risk assessments of Lister Lane Surgery and the branch site Nursery Lane Surgery. A third branch surgery Boothtown Surgery operated under the health and safety policies of Caritas Group Partnerships, and were subject to their corporate fire risk assessment. We were shown the detailed fire risk assessments for Lister Lane and Nursery Lane Surgeries, and saw that action plans had been formulated following these assessments and the necessary actions had been carried out.
- A legionella assessment had been completed at Lister Lane and Nursery Lane Surgeries, and an action plan was in place.
- An infection prevention and control (IPC) audit had been carried out at all sites operated by the practice. Identified actions had been completed. The practice told us they would complete an annual IPC audit at all sites operated by the practice.
- Medicine storage arrangements had been reviewed and improved to ensure medicines were appropriately logged and stored. We were shown evidence of the practice action plan in relation to medicine storage, and we saw that medicines were safely stored in the practice.