

# Borough Green Medical Practice

## 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 Borough Green Medical Practice on 17 August 2016. The overall rating for the practice was good. The practice was rated as requires improvement for providing safe services and rated as good for providing effective, caring, responsive and well-led services. The full comprehensive report on the August 2016 inspection can be found by selecting the 'all reports' link for Borough Green Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced focused inspection carried out on 2 November 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 on 17 August 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice remains rated as good.

Our key findings were as follows:

- The practice had received approval for funding to replace the clinical hand wash basins in all rooms to comply with Department of Health guidance. There was a programme of work to complete all clinical rooms by March 2018.
- All carpets in the practice were deep cleaned every six months, and ad hoc deep cleaning was available if required. All privacy curtains at the practice were disposable and were replaced every six months, or sooner if required.
- A standard operating procedure had been developed to ensure that the dosage, type and batch number of local anaesthetics were recorded in the notes of patients undergoing minor surgery at the practice.
- The practice had adequate supplies of emergency medicines and equipment and had a process to ensure these were in date and fit for use.
- The practice had undertaken a review of their practice of leaving non-urgent correspondence for patients' usual doctors to deal with on their return from periods of absence. They looked at 387 non-urgent items for one of the doctors over a two week period and found none that required urgent action. They had concluded that, as the practice had not led to any urgent matters being overlooked, it would remain in place.

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 was in the process of replacing the clinical hand wash basins in all rooms to comply with Department of Health guidance.
- All carpets in the practice were deep cleaned every six months, and ad hoc deep cleaning was available if required.
- All privacy curtains at the practice were disposable and were replaced every six months, or sooner if required.
- The dosage, type and batch number of local anaesthetics were recorded in the notes of patients undergoing minor surgery at the practice.
- The practice had adequate supplies of emergency medicines and equipment and had processes to ensure these were in date and fit for use.

**Good**



# Borough Green Medical Practice

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection was led by a CQC lead inspector.

## Background to Borough Green Medical Practice

Borough Green Medical Practice is a GP practice based in rural Borough Green, Kent with a catchment area of approximately 13,700 patients.

The practice is similar across the board to the national averages for each population group. For example, 18% of patients are aged 0 -14 years of age compared to the CCG national average of 17%. Scores were similar for patients aged under 18 years of age and those aged 65, 75 and 85

years and over. The practice is in one of the least deprived areas of Kent and has a majority white British population.

The practice holds a General Medical Service contract and consists of seven partner GPs (male). The GPs are supported by a salaried GP (female), a practice manager, an assistant practice manager, four practice nurses (female), three healthcare assistants (female), seven dispensers and an administrative team. A wide range of services and clinics are offered by the practice including asthma and diabetes.

Borough Green Medical Practice is arranged over two storeys, with all the patient accessible areas being located on the ground floor. The practices are accessible to patients with mobility issues, as well as parents with children and babies.

Borough Green Medical Practice is open 7.30am to 1.00pm and 2.00pm to 7.30pm on Monday and Tuesday, 8.00am to 1.00pm and 2.00pm to 6.30pm on Wednesday, Thursday and Friday.

The practice is able to provide dispensary services to those patients on the practice list who live more than one mile (1.6km) from their nearest pharmacy premises. This service is delivered by a dispensary team of a dispensary manager, two senior dispensers, four dispensers and a dispensary receptionist.

The practice is a training practice which takes foundation year two GPs (ST2 GP Registrars) and has one ST2 GP Registrar working at the practice, as well as two GP Registrars. Two of the GP partners are GP trainers and one partner provides training for Foundation Year doctors.

There are arrangements with other providers (Integrated Care 24) to deliver services to patients outside of the practice's working hours.

Services are provided from:

Borough Green Medical Practice, Quarry Hill Road, Sevenoaks, Kent, TN15 8RQ.

# Detailed findings

## Why we carried out this inspection

We undertook a comprehensive inspection of Borough Green Medical Practice on 17 August 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 (rated as requires improvement for providing safe services and good for providing effective, caring, responsive and well-led services). The full comprehensive report following the inspection on 17 August 2016 can be found by selecting the 'all reports' link for Borough Green Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up focused inspection of Borough Green Medical Practice on 2 November 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

Before visiting, we reviewed information sent to us by the practice that told us how the breaches identified during the comprehensive inspection had been addressed. We carried out a focused inspection of Borough Green Medical Practice on 2 November 2017. During our visit we:

- Spoke with staff (the practice manager and a practice nurse).
- Reviewed documentation to ensure steps had been taken to improve safety systems and processes and that risks were assessed and managed.

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 17 August 2016, we rated the practice as requires improvement for providing safe services because:

- Appropriate action had not been taken to address areas of concern identified in an infection control audit undertaken in July 2015. For example, the practice had not fully implemented its plan to replace clinical hand wash basins that did not comply with Department of Health guidance.
- The system for the annual deep cleaning of carpets did not meet recommended best practice guidance of deep cleaning at six monthly intervals.
- The practice did not keep adequate records of local anaesthetics for patients who underwent minor surgery at the practice.
- Routine checks of equipment used in emergencies had not identified that oxygen masks were out of date.

We issued a requirement notice in respect of these issues and found arrangements had improved when we undertook a focused inspection of the service on 2 November 2017. The practice is now rated as good for providing safe services.

### Overview of safety systems and processes

The practice had made improvements to the way it maintained appropriate standards of cleanliness and hygiene.

- There was a fully costed plan to replace all clinical hand wash basins at the practice with ones that complied with Department of Health guidance. The hand wash basins in two of the clinical rooms, used for more invasive procedures, had been replaced. Funding had been approved for replacement of the remaining hand wash basins to be carried out in two phases; we saw that the first phase, which included all consultation and clinical rooms, was due for completion by March 2018.

- A six-monthly schedule for the deep cleaning of carpets had been introduced. We saw that carpets were last deep cleaned in September 2017. The practice demonstrated that they had arrangements with their cleaning company to carry out same day ad hoc carpet cleaning if required.
- All privacy curtains in clinical areas had been replaced with disposable curtains. We saw that there was a schedule to ensure that these were replaced every six months.

The practice had revised arrangements for managing medicines in the practice in order to minimise risks to patient safety.

- The practice had introduced a standard operating procedure for the recording of local anaesthetics for patients undergoing minor surgery. This ensured that details of the dosage, type and batch number were now recorded into patients' notes.

### Arrangements to deal with emergencies and major incidents

The practice had adequate arrangements to respond to emergencies and major incidents.

- The practice had appointed a lead nurse with responsibility for emergency medicines and equipment. The practice had replaced the oxygen masks. There was a system for monitoring the expiration dates of emergency medicines and equipment to ensure that these did not go out of date. New emergency medical kits had been purchased and these were checked monthly by two nurses who were assigned specific time to carry out this task. We saw records that confirmed this. We carried out a spot check of emergency medicines and equipment and found that all items were in date and fit for use.