

CQC Inspection and Report for The Chineham Medical Practice – Our Response

Our overall rating was ‘Requires Improvement’

During the CQC inspection we were assessed against 5 Domains. We scored ‘Good’ in the ‘Responsive’ ‘Caring’ and ‘Well Led’ domains and we scored ‘Requires Improvement’ in the ‘Safe’ and ‘Effective’ domains. Further details are given below.

The ‘Safe’ domain was rated as ‘Requires Improvement’

Specifically the report stated:

1. The security of prescription stationery was not fully assured. **All consulting and treatment rooms have keypad locks installed to ensure prescriptions are kept secure at all times.**
2. The security of clinical waste was not in line with national guidelines. **New chains and padlocks have been installed and staff advised to regularly check that they are secure.**
3. There was no evidence for the actioning of safety alerts received by the practice. **The practice has purchased a new system that will work with our clinical system to incorporate all safety alerts, NICE guidance, etc which will meet CQC requirements.**

We would like to reassure patients that we do not believe any patient has come to any harm because of the above points.

The CQC report highlights many positive aspects of safety for example:

- *‘There were adequate systems to assess, monitor and manage risks to patient safety.’*
- *‘The practice had a good track record on safety.’*
- *‘Staff had the information they needed to deliver safe care and treatment to patients.’*
- *‘When there were changes to services or staff the practice assessed and monitored the impact on safety.’*

The ‘Effective’ domain was rated as ‘Requires Improvement’

Specifically the report stated:

1. Mandatory training was not updated according to the practice’s own guidance with regards to infection control, information governance, equality and diversity and Mental Capacity Act training. **All outstanding training modules will be completed by 30 September 2018.**
2. Appraisals for eight members of staff had not been completed within the previous 12 months. **As at 20 August 2018 all staff had an up to date appraisal.**

The CQC report contained the following statements about the effectiveness of the practice’s patient care.

- *‘The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.’*
- *‘The practice had systems to keep clinicians up to date with current evidence-based practice. We saw that clinicians assessed needs and delivered care and treatment in line with current legislation, standards and guidance supported by clear clinical pathways and protocols’*

We encourage you to read the report and if you would like to help develop and improve the practice please consider joining our Patient Participation Group. We aim to continue to deliver consistently high standards of care and will be using information from this report to help us achieve this goal.

The Partners at The Chineham Medical Practice
August 2018