

The Harvey 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

Contents

Summary of this inspection

	Page
Overall summary	2
The five questions we ask and what we found	3

Detailed findings from this inspection

Background to The Harvey Practice	4
Why we carried out this inspection	4
How we carried out this inspection	4
Detailed findings	6

Overall summary

Letter from the Chief Inspector of General Practice

We carried out a focused desktop inspection of The Harvey Practice on 7 October 2016 to assess whether the practice had made improvements to providing safe care and services.

We had previously carried out an announced comprehensive inspection at The Harvey Practice on 1 March 2016, when we rated the practice as good overall. The practice was rated as good for being effective, caring, responsive and well-led and requires improvement for providing safe care. This was because the employment checks necessary for locum staff were not consistently undertaken. Following our last inspection we asked the provider to send a report of the changes they would make to comply with the regulations they were not meeting at that time.

The practice was able to demonstrate that they were meeting the standards for safe care and is now rated as good for providing safe care. The overall rating for the practice remains as good.

This report should be read in conjunction with the full inspection report. A full copy of the report can be found on the CQC website at: www.cqc.org.uk

Our key findings across the areas we reviewed on 7 October 2016 were as follows:

- Recruitment checks on staff had been appropriately conducted, including locum staff.

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.

- Recruitment checks on staff had been appropriately conducted, including locum staff.

Good



The Harvey Practice

Detailed findings

Background to The Harvey Practice

The Harvey Practice is located at 18 Kirkway, Broadstone, Dorset BH18 8EE. The practice is based in an urban area of Poole and provides services to patients living in the Broadstone, Merley and Corfe Mullen areas of East Dorset. The practice provides services under a NHS General Medical Services contract and is part of NHS Dorset Clinical Commissioning Group (CCG).

The practice has approximately 7000 patients registered and is situated in an area of low deprivation and low unemployment compared to the averages for England. The practice population has a higher proportion of older patients and a lower proportion of working aged patients compared to the averages for England. The practice population has a higher number of patients with a long-standing health condition compared to the national average. A total of 63% of patients registered at the practice have a long-standing health condition compared to the national average of 54%.

The Harvey Practice has a branch surgery three miles away at 81 Merley Lane, Merley, Dorset BH21 3BB. The management of both locations is organised at The Harvey Practice. Patients are able to make appointments at both locations.

The practice employs three male GP partners, three female GP partners, and two salaried GPs one of whom is female and one is male. The GPs work across both The Harvey Practice and the branch surgery. Together, the GPs provide care equivalent to just under five full time GPs over 69 sessions per week. The GPs are supported by one full-time Nurse practitioner, who is a non-medical prescriber. Three practice nurses and two health care assistants also provide

a range of services to patients. Together the nurses are equivalent to just over two full time nurses. The clinical team are supported by a management team including secretarial and administrative staff. The practice also supported individuals working in the modern apprenticeship scheme. The practice is a training practice for doctors training to be GPs and a teaching practice for medical students. At the time of our inspection, there were two GP registrars (trainee GPs) who were supported by the practice.

The practice is open between 8am and 6.30pm Monday to Friday. Appointments are available between 8.30am and 12pm and again from 2pm to 6.30pm daily. Extended hours appointments are offered every Monday and Tuesday between 6.30pm and 8pm. The practice telephone lines and reception desk are open between 8am and 6.30pm. The Harvey Practice have opted out of providing out-of-hours services to their own patients and refers them to the treatment centres at Poole General Hospital, Longfleet Road, Poole, via the NHS 111 service.

The practice offers a range of additional in-house services to patients including antenatal care, midwifery, travel advice, counselling, physiotherapy, psychology, counselling, dermatology and chiropody. The practice offers online facilities for booking of appointments and for requesting prescriptions.

Why we carried out this inspection

We carried out an announced inspection at The Harvey Practice on 1 March 2016 when we rated the practice as good overall. Specifically, the practice was rated as good for providing responsive services and being caring, effective and well-led and requires improvement for providing safe care.

Detailed findings

As a result of the inspection in March 2016, the provider was found to be in breach of regulations 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We found that there were gaps in the employment checks necessary for locum staff. This meant the practice could not be assured that locum staff were appropriately qualified, safe and competent.

The provider sent us an action plan of the changes they would make to comply with the regulations they were not meeting at that time.

How we carried out this inspection

We have not revisited The Harvey Practice as part of this review because they were able to demonstrate that they were meeting the standards without the need for a visit. We carried out a desk based focused inspection based on the evidence the practice provided to us.

Following the inspection in March 2016, the provider submitted an action plan outlining the steps they would take to correct the standard in April 2016. For this follow-up inspection the practice also sent us evidence which demonstrates that the practice conducts all appropriate background checks on locums prior to their employment.

Are services safe?

Our findings

Monitoring risks to patients

At our last inspection on 1 March 2016, we found that appropriate recruitment checks were not consistently undertaken. For example, we checked files relating to three locums and found that the practice did not hold information on the GP performer's list number or references relating to one of these locums. This meant the practice could not be assured that staff employed were appropriate.

On 7 October 2016, the practice submitted us a copy of their recruitment policy, locum policy and a copy of the records held for each locum employed by the practice. All recruitment checks had now been appropriately undertaken. For example, proof of identification, references, qualifications, registration with the appropriate professional body and the appropriate checks through the Disclosure and Barring Service.

The practice informed us that they had updated the records held on locums to ensure details were kept for those locums who were regularly used. Those locums who had not been employed within six months were removed from the main locum file and stored elsewhere to avoid confusion. The practice contacted locums used regularly to gain confirmation of their registration with the General Medical Council, insurance and indemnity details, a copy of their CV, a copy of their Disclosure and Barring Service check, immunisation status and current training status with regard to Basic Life Support. We saw copies of the records where this information was kept for each locum. The practice advised locums that they would not be employed unless this information was provided. Once received, the practice checked this information to ensure the locum was competent and safe to employ. Each locum, on appointment by the practice, was given an induction pack to make them aware of practice policies and procedures.