

Dr HN Hammersley & Partners

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

Our previous inspection in September 2015 found breaches of regulations relating to the safe delivery of services.

We found the practice required improvement for the provision of safe services due to concerns identified surrounding medicines management including vaccine storage. The practice was rated good for providing effective, caring, responsive and well-led services. The population groups were rated as good for the patients registered at the practice.

This desk based review was undertaken to check the practice was meeting regulations. For this reason we have only rated the location for the key questions to which these relate. This report should be read in conjunction with the full inspection report of 15 September 2015.

We found the practice had made improvements since our last inspection. During desk based review on the 10 March 2016 we found the practice was meeting the regulations that had previously been breached.

Specifically we found:

- Improvements had been made to maintain a safe system for medicines management including the safe storage and handling of vaccines. For example:
- The practice had developed and implemented a formal written protocol to handle and store vaccines.
- The practice had carried out regular vaccine storage audits and vaccine stock audits.
- Vaccines were safely stored in plastic containers and the fridge temperatures were monitored daily and records maintained.

We have amended the rating for this practice to reflect these changes. The practice is now rated good for the provision of safe services.

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 had taken appropriate action to become good for the provision of safe services. Records and processes we reviewed confirmed this.

In March 2016, we noted the practice had addressed the issues, surrounding medicines management including vaccine storage. These were judged as contributing to a breach of regulation at our inspection on 15 September 2015.

When we visited the practice in September 2015 we found wet vaccine boxes at the back of the fridge. Fridges were tightly packed and vaccines were stored very close to the fridge walls. The provider was proactive and developed a written action plan which included: inspecting all vaccines, ordering external thermometers and plastic containers to store vaccines. There was no protocol in place to handle and store vaccines once being delivered at reception. However, the practice was planning to develop a protocol for handling vaccines.

The practice had developed and implemented a formal written protocol to handle and store vaccines. The practice had carried out regular vaccine storage audits and vaccine stock audits.

The practice had ensured all vaccines were safely stored in plastic containers. We found the fridge minimum and maximum temperatures were monitored daily and all the readings we checked showed the fridge to be operating within the required temperature ranges.

Good



Dr HN Hammersley & Partners

Detailed findings

Our inspection team

Our inspection team was led by:

This desk based review was carried out by a CQC Inspector.

Background to Dr HN Hammersley & Partners

The practice is situated in Oxford city centre, with no parking and lift facilities. The practice occupies a building which was constructed in 1932. The premises had not been modified extensively due to planning restrictions. There was ramp access for anyone with mobility issues through the rear entrance. The practice is accessible by public transport (bus and train). All patient services are spread on the three floors. The practice comprises of seven consulting rooms, one treatment room, three patient waiting areas and administrative and management office and meeting spaces.

There are five GP partners at the practice and one trainee doctor. Four GPs are male and two female. The practice employs two practice nurses and a phlebotomist (a specialist clinical worker who take blood samples from patients). The practice manager is supported by a data manager and a team of administrative and reception staff. Services are provided via a General Medical Services (GMS) contract (GMS contracts are negotiated nationally between GP representatives and the NHS).

The practice has a patient population of approximately 6,413 including high proportion of young patients, with

high number patients who are students. The practice population of patients aged between 15 and 34 years are higher than average and there are a lower number of patients over 60 years old.

The practice is linked with four colleges at the university of Oxford and the staff were aware of the needs of this section of the population. The practice was offering extra appointments during college term times and appointment system allowed advanced appointments to be booked up to eight weeks in advance. Urgent appointment slots were also available.

Services are provided from:

Dr HN Hammersley & partners

27 Beaumont Street

Oxford

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The practice has opted out of providing out of hours services to their patients. There are arrangements in place for services to be provided when the surgery is closed and these are displayed at the practice, in the practice information leaflet and on the patient website. Out of hours services are provided during protected learning time by a UK call centre or after 6:30pm, weekends and bank holidays by calling NHS 111.

Why we carried out this inspection

We carried out a comprehensive inspection of this service under Section 60 of the Health and Social Care Act 2008 as

Detailed findings

part of our regulatory functions. This inspection took place on 15 September 2015 and published a report setting out our judgements. These judgements identified breaches of regulations. 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.

We carried out a desk based review on 10 March 2016 to follow up and assess whether the necessary changes had been made, following our inspection in September 2015. We focused on the aspects of the service where we found the provider had breached regulations during our previous inspection.

This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, review the breaches identified and the rating awarded for the safe domain, under the Care Act 2014.

How we carried out this inspection

We asked the provider to send a report and evidence of the changes they had made to comply with the regulations they were not meeting. We reviewed documents relating to the management of the service. All were relevant to demonstrate the practice had addressed the breaches of regulation identified at the inspection of September 2015.

This report should be read in conjunction with the full inspection report. We have not revisited Dr HN Hammersley and Partners as part of this review because the practice was able to provide evidence without the need for an inspection visit.

Are services safe?

Our findings

Medicines management

When we visited the practice in September 2015 we found wet vaccine boxes at the back of the fridge. Fridges were tightly packed and vaccines were stored very close to the fridge walls. The provider was proactive and developed a written action plan which included: inspecting all vaccines, ordering external thermometers and plastic containers to store vaccines. There was no protocol in place to handle and store vaccines once being delivered at reception. However, the practice was planning to develop a protocol for handling vaccines.

The information we received to enable our review on 10 March 2016 demonstrated that the practice had developed and implemented a formal written protocol to handle and store vaccines once being delivered at reception. The practice had carried out regular vaccine storage audits and vaccine stock audits.

The practice had provided us photographic evidence to ensure all vaccines were safely stored in plastic containers. We found the fridge minimum and maximum temperatures were monitored daily and all the readings we checked showed the fridge to be operating within the required temperature ranges.