

London Street Surgery CQC Inspection Q&A

Are services at this location safe?

In order to improve safety we have ensured that:

- **Systems in place to ensure appropriate action is taken by the GP or nurse once Medicines and Healthcare Products Regulatory Agency updates received**
We receive these updates and have set up a formal system in the practice to consider each one. This will be the London Street Surgery Clinical Management Group.
- **Recording and monitoring incidents or significant events and sharing learning from significant events**
The practice was recording some significant events but the process was not comprehensive. We will implement a system which will be more comprehensive and involve all staff in the recording, monitoring and discussion of significant events.
- **Administration of vaccines using Patient Group Directives**
Patient Group Directives will be produced in line with legal and national guidelines and signed by all health professionals in the administration of vaccines.
- **Actions from audits and risk assessments**
The practice had undertaken a range of audits and risk assessments which included Health and Safety, Infection Control, Disability Access and Legionella assessment. There were actions outstanding at the time of the CQC visit and these are being implemented e.g. the Disability Access audit recommended a purchase of a hearing loop and this has been ordered.
- **GP staffing arrangements**
The report identified the GPs availability to patients as a positive. The practice are considering whether an additional GP is required within the practice.
- **Defibrillator**
The practice has set up weekly checks to ensure that the defibrillator is in working order.

Are services at this location effective?

To ensure that we are providing effective services, we have:

- **Internal system for NICE guidelines**
The GPs in the practice accessed NICE guidelines from an external website. It is planned that the practice will develop an intranet for NICE guidelines.
- **Improving audits, actions and discussions**
The practice had undertaken a variety of audits however these did not fulfil the criteria for an Audit Cycle, as defined by the Royal College of GPs: we had not completed a follow up audit to check the effects of the changes which

we had implemented. Recognising this the practice are designing and implementing a full clinical audit programme for 2015/16.

- **Improving outcomes**

This is linked to the need to improve audits cycle. The full clinical audit plan will be linked to improving outcomes.

- **Staff learning needs and development plans**

As part of the staff appraisal system, we will add a new section which allows staff to identify their training needs and how London Street Surgery will support them to develop these.

Are services at this location caring?

- **The practice is rated good for providing caring services**

Are services at this location responsive?

- **Improving accessibility for people with limited mobility**

The practice has commissioned improvements to the front door of the building and to the lift to improve accessibility.

- **Information in different languages**

The practice has access to a translation service and we will better publicised in the waiting room and by staff.

- **Complaints information**

We have a complaints procedure and needs to ensure that we communicate this better to our patients. A patient leaflet will be available so that patients can understand the process.

Are services at this location well-led?

To ensure that we are providing effective services, we have:

- **Development plan**

The practice has a development plan in place but we will needs to ensure that all staff is involved in how it is written and implemented.

- **Governance Arrangements**

We are strengthening our governance arrangements by developing a clinical management group. This group will look at all aspects of Clinical Governance in the practice. The clinical management group includes GPs, practice nurses and practice staff.

- **Leadership**

London Street Surgery has allocated specific roles to the GP partners to strengthen the practice leadership team.

- **Responding to feedback**

The practice has recently started a Patient Participation Group and will use this group to gain patient feedback and develop the practice in line with this feedback.

- **Learning and development**

By looking at all sources of data, including patient feedback, clinical audit data and staff views, we will learn about what we need to improve and develop plans to implement those improvements.

Please contact Anthony Skilling at London Street Surgery if you wish to ask any specific questions.

Further information can be found [here](#)
Read the full report by clicking [here](#)