

Care Quality Commission

Inspection Evidence Table

Orchard Street Medical Practice - White (1-543699501)

Inspection date: 2 July 2018

Date of data download: 26 June 2018

Please note: Any Quality Outcomes Framework (QOF) data relates to 2016/17.

Safe

Safety systems and processes

Safeguarding	Y/N
Partners and staff were trained to appropriate levels for their role (for example level three for GPs, including locum GPs).	Y

Recruitment Systems	Y/N
Staff vaccination was maintained in line with current Public Health England (PHE) guidance and if relevant to role.	Y
Explanation of any answers: Records were maintained of the Hepatitis B immunity status of staff.	

Infection control	Y/N
Risk assessment and policy in place.	Y
Explanation of any answers: The practice had a cleaning up body fluids and discarded needles policy. This clearly detailed the staff who could undertake this activity, as they had Hepatitis B immunity. Staff we spoke with were aware of the policy. The updated policy was kept with the spill kit. This policy had been shared with staff at a staff meeting.	

Risks to patients

Question	Y/N
Staff knew how to respond to emergency situations.	Y
Explanation of any answers:	

All clinical staff and most of the non-clinical staff had completed basic life support training. The reasons that two non-clinical staff members had not completed this was documented and a date had been booked for attendance accordingly.

Track record on safety and lessons learned and improvements made

Safety Alerts	Y/N
There was a system for recording and acting on safety alerts	Y
Staff understand how to deal with alerts	Y
<p>Comments on systems in place:</p> <p>There was a protocol for dealing with safety alerts. Safety alerts were received by the practice manager and the GP prescribing lead. They were recorded on the computer system and information was cascaded to clinicians accordingly. Appropriate actions were taken by clinicians and fed back to the practice manager and prescribing lead. We saw evidence of four audits, and there was a clear system for recording the alerts, cascading the alerts, along with action plans and feedback. We saw clinical meeting minutes where alerts were discussed and progress reviewed. There was a specific agenda item on the clinical meetings for alerts.</p>	

Notes: CQC GP Insight

GP Insight assesses a practice's data against all the other practices in England. We assess relative performance for the majority of indicators using a z-score, a statistical tool which shows the deviation from the England average. It gives us a statistical measurement of a practice's performance in relation to the England average, and measures this in standard deviations. We calculate a z-score for each indicator, thereby highlighting the practices which significantly vary from the England average (in either a positive or negative direction). We consider that z-scores which are +2 or more or -2 or less are at significant levels, warranting further enquiry.

N.B. Not all indicators are part of the GP insight set and those that aren't will not have a variation band.

The following language is used for banding variation:

- Significant variation (positive)
- Variation (positive)
- Comparable to other practices
- Variation (negative)
- Significant variation (negative)

Note: for the following indicators the variation bands are different:

- Child Immunisation indicators. These are scored against the World Health Organisation target of 95%.

It is important to note that z-scores are not a judgement in themselves, but will prompt further enquiry, as part of our ongoing monitoring of GP practices.

Guidance and Frequently Asked Questions on GP Insight can be found on the following link: <http://www.cqc.org.uk/what-we-do/how-we-use-information/monitoring-gp-practices>

Glossary of terms used in the data.

- **COPD:** Chronic Obstructive Pulmonary Disease
- **PHE:** Public Health England
- **QOF:** Quality and Outcomes Framework (see <https://qof.digital.nhs.uk/>).
- **RCP:** Royal College of Physicians.
- **STAR-PU:** Specific Therapeutic Group Age-sex weightings Related Prescribing Units. These weighting allow more accurate and meaningful comparisons within a specific therapeutic group by taking into account the types of people who will be receiving that treatment. (See [NHS Choices for more details](#)).