

Update on Salisbury Avenue practice

Barking and Dagenham Health Overview Scrutiny Committee

19 July 2023

Background

- The Care Quality Commission (CQC) carried out a site inspection at the Salisbury Avenue practice on 1 December 2022, followed by remote inspections on 15 and 22 December 2022 and 9 January 2023.
- The report was published on **11 May 2023**.
- Following inspections, the CQC changed the rating for Salisbury Avenue Healthcare from **Good** to **Inadequate**.
- Practice were instructed to make a number of improvements.
- Arrangements were put in place for a new practice manager to run the practice following the CQC inspections.
- Patients continue to be seen/treated as normal while improvements are being made.

Response

- Immediate action taken by NHS North East London.
- Team of experts specialising in care quality, safeguarding, medicines management and primary care supporting with addressing the issues.
- Stakeholders were notified in May when CQC report released.
- Practice website was updated to carry the statement.
- Practice patient group was notified.

Improvement plan

- An infection control audit was completed on 19 June 2023. The summary of this report outlined that the practice showed compliance with standards of IPC (infection prevention and control) Essential Quality Requirements. However, there are a number of recommendations are made in the action plan with time frame for actions to be completed.
- All patients highlighted by the CQC have been reviewed.
- Independent staff wellbeing consultation has been completed – this has shown the practice as having scored above average for peers in all 7 domains. The practice has said that despite this they will continue to strive to improve further.
- Safe domain and medicine management policies were reviewed and systems implemented to improve medicines management.

Medicines Management update

Practice is working closely with the NEL ICB Medicines Management team to identify improvements in search and routines including:

- Ensuring that there is drug monitoring of all appropriate patients on high risk medications.
- New ways of working adopted for repeat and acute prescription requests.
- Increased support for practice Clinical Pharmacists and PCN support.
- 40/50% of patients opted for a medicines review. Ongoing plan is for the practice to ensure they develop and run searches frequently in-house to ensure all monitoring is up to date.

Medicines Management update – cont.

- Clinicians, when re-authorising/issuing warfarin prescriptions, are now required to indicate on the prescription when the next date for their international normalised ratio (INR) blood test is due.
- All patients prescribed repeat medications will receive a medication review every 12 months as a minimum.
- Practice encouraged to reach out to medicines management team for support as and when required.

Safeguarding Children and Adults update

- Safeguarding Policy in place.
- Laminated copies of the full safeguarding contacts list located throughout the surgery.
- The policy document is supported by a more user-friendly aide memoire called vulnerable patients and GP protocols. This is to embed the “safeguarding is everyone's business” process.
- There is also a guidance document put in place on writing high quality, measurable patient care plans. This is also on the practice meeting agenda so that quality is embedded in practice routines.

Safeguarding Children and Adults

- Monitoring of Safeguarded/Vulnerable patients is now taking place on a regular basis.
- A central list (log) of all vulnerable/safeguarded patients and their carers is maintained.
- Sign off of compliance by safeguarding experts expected to be completed by second week in July.