
Care Quality Commission (CQC) Inspection and Report for Fireclay Health

Fireclay Health was inspected by CQC on 5th March 2019.

We are pleased to report that Fireclay Health has been rated as a GOOD practice.

During the CQC inspection we were assessed against five standards – Safe, Caring, Effective, Responsive and Well-led. We scored **'Good'** for the 'Responsive', 'Effective', 'Caring' and 'Well Led' standards and we scored **'Requires Improvement'** in the 'Safe' domain. Further details are given below.

Responsive, Effective, Caring & Well-Led rated as "Good"

The Inspection highlighted;

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person centred care.

During the debrief session **the GP Inspector commented that she would like to be a patient at Fireclay**, which we considered as a significant highlight.

We were inspected within the first year of the creation of Fireclay Health. The creation of Fireclay Health has involved significant change; our focus has always been on maintaining good access for our patients, no disruption to services, improving services for patients, retaining staff and ensuring that our leadership structure is strong. We are delighted that our efforts in this regard were recognised by CQC.

The 'Safe' domain was rated as 'Requires Improvement'

We have documented CQC concerns and Fireclay comments;

- On the day of Inspection not all emergency medicines were in date and ready to use and there was no risk assessment in place to support that they had assessed they did not require to hold paediatric pads for use with the defibrillator.
Practice Comment – On the day of our Inspection, all emergency drugs in our emergency drug box were in date and ready to use. Unfortunately, whilst creating an emergency drug box we had failed to destroy an out-of-date drug held in a previous location; this drug would not have been used for patients and was immediately discarded. During our annual Basic Life Support training we had been trained to use our existing defibrillator pads for children.
- Mental Capacity Training for 2 HCA's was not up-to-date.
Practice Comment – these 2 outstanding training modules were completed within 4 working days post inspection.
- There was no clear system of clinical supervision and support available for nursing staff.
Practice Comment – All our nursing staff are supervised by a GP and there is a culture of ongoing support and supervision within and across all our clinical teams. However, this is an

area of great importance to Fireclay and we are taking on board CQC comments. We will introduce a formal, documented and timetabled system to record supervision in addition to that already provided.

- HCA Mental Health Service Appointments, there was no prior assessment by a clinician. Practice Comment – these appointments are part of a service initiative across Bristol, rolled out by BNSSG Community Education Provider Network (CEPN) to signpost patients to sources of support in line with the development of a national “social prescribing agenda”. We adopted the model and implemented in accordance with training guidance received. We were therefore surprised to see this as an identified concern; we have amended our practice policy and have fed back this issue to CEPN.

We would like to reassure patients that we do not believe any patient has come to any harm because of the above points. We are confident that Fireclay Health patients receive safe services. The recommendations from CQC will be acted on.

We aim to continue to deliver consistently high standards of care and will be using information from this report to help us achieve this goal; we will build on the identified strengths of patient care and move swiftly to address the identified areas of concern.

We encourage you to read the report and if you would like to help develop and improve the practice please consider joining our Patient Participation Group. Our Practice Managers at St George Health Centre (Susan Fowler) and at Lodgeside Surgery (Kathryn Thompson) are also available to discuss the report in more detail.

The GP Partners at Fireclay Health - April 2019