

The Charlotte Keel Medical Practice has recently been inspected by the Care Quality Commission (CQC). Overall, the practice has been rated as requiring improvement. We would like to explain to our patients all the work for which CQC commended the practice and the actions that we have taken to address the concerns raised.

CQC inspects GP practices against five standards – safe, caring, effective, responsive and well-led. In addition to these standards, CQC also looks at the treatment of patients in six domains – older people; people with long term conditions; family, children and your people; working age people; people who circumstances make them vulnerable; people experiencing poor mental health.

We were rated by CQC as good for providing caring, responsive and well-led services because we:

- have staff who deal with patients with kindness and respect and we involve you in decisions about your care
- are organised and deliver services to meet patients' needs – the patients who spoke to the inspectors, or who completed the CQC questionnaire, said they could access care and treatment in a timely way
- have clear systems to manage risk so that safety incidents are less likely to happen – when incidents do happen, we learn from them and improve our processes

The inspectors considered that the way the practice is led and managed promotes the delivery of high-quality, person-centred care.

CQC rated us as requiring improvement against the standard of safe. This was specifically in relation to:

- vaccine storage

it is recommended that vaccines are stored at a temperature between 2^o-8^oC. Inspectors decided that our arrangements for monitoring vaccine storage did not guarantee that vaccines had been kept at temperatures within the recommended temperature range. We have five vaccine fridges in the practice. CQC were concerned because one of our fridges did not have the built-in facility to display minimum and maximum temperature and two of the others had recently reached a maximum temperature slightly above 8^oC. We have disposed of the first fridge, retrained our staff in fridge monitoring procedures and introduced weekly checks of our fridge monitoring records.



We also checked with both the vaccine manufacturers and Public Health England to confirm that, based on our historic fridge temperature records, the safety of our vaccines had never been compromised and were safe to use.

- clinical waste management

- on the day of the inspection, one of the health centre's communal clinical waste bins was overfull and the lid was not closed and locked.



Charlotte Keel Medical Practice is one of the tenants of Charlotte Keel Health Centre which is owned by NHS Property Services. NHS Property Services are responsible for providing and managing the cleaning staff and those cleaners are responsible for taking bags of clinical waste from the practice rooms to the communal waste bins. We have met with NHS Property Services to ensure that their cleaning contractor

understands the correct use of the communal clinical waste bins. We are now undertaking weekly checks to ensure the communal bins are not being overfilled and are locked.

- inspectors also identified that clinical waste bags were not being labelled with the name of the practice or health centre. Tradebe UK is contracted by the NHS Clinical Commissioning Group to empty the communal clinical waste bins and to provide the tenants with appropriate waste bags. We have now arranged for Tradebe UK to provide the NHS Property Services cleaners with labels for the clinical waste bags and have confirmed that the cleaners are being trained in bag labelling. Our regular practice infection control audits now include checking clinical waste bags labelling.



We are confident that Charlotte Keel Medical Practice patients receive safe services. We have implemented all the changes necessary to remedy the problems with vaccines storage and clinical waste management that were identified by CQC and have reported those actions to CQC.

When reviewing our clinical care of patients in the six domains, CQC rated us as requiring improvement in our effectiveness in meeting the needs of patients with long term conditions and those experiencing poor mental health. They came to this conclusion because of the high level of exception reporting for these patient groups.

Exception reporting is a process used by every practice to record where a patient has refused, or not responded to, a series of invitations to see a nurse or GP to review their condition.

In common with other inner-city practices, Charlotte Keel Medical Practice's exception rates are high. Over the years, we have tried different approaches to encourage patients to attend their reviews. CQC did recognise this and, for all the patients they checked, our reason for excepting those patients was found to be appropriate. To be rated as requiring improvement for effective was therefore completely unexpected. Nonetheless, because we aspire to provide all Charlotte Keel Medical Practice patients with the best possible care, we do want to reduce our exception reporting and will be trying to reach patients in different ways. We also need to ask our patients to work with us by booking appointments whenever we contact you to invite you for a review.



All the staff of Charlotte Keel Medical Practice, and our parent organisation BrisDoc Healthcare Services, are committed to providing a high standard of care to our patients in inner-city Bristol. We welcome the opportunity to work in partnership with our patients and would encourage you to contact our Practice Manager via reception if you would like to join our Patient Participation Group.

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