

Bracknell out of Hours service CQC report

Ratings in all areas are below.

The CCG is offering support to OOH service with their action plan and the action plan is monitored through the CQRM. They will be reinspected in about 6 months from the time of the published report.

(just need to remind the committee that they did not have any area which was inadequate and no areas which can be resolved within the designated time frame).

Overall Requires improvement Read overall summary	Safe	Requires improvement ●
	Effective	Good ●
	Caring	Good ●
	Responsive	Good ●
	Well-led	Requires improvement ●

Where OOH needs to improve

- To assess, monitor, manage and mitigate risks to the health and safety of service users.
- Have systems in place to ensure action was taken in relation to patient safety alerts and MHRA (Medicines and Healthcare Products Regulatory Agency) alerts as the ones in place were not effective.
- Quality improvement activity was not always carried out at a location level, including clinical audits or quality monitoring.
- There was no system in place to ensure chaperone duties were carried out appropriately.
- Some systems for the management of medicines were not effective, including the lack of a Controlled Drug Home Office license.
- The provider did not actively seek feedback and a representative view from patients to ensure improvements could be made. Complaints leaflet was not in the cars or clearly displayed.
- Signage in Brants Bridge

Actions already completed

There is a comprehensive action plan which covers all of the OOH sites. The actions identified for the chaperones and patient safety alerts are all completed. The signage issue is ongoing as the building does not belong to OOH they are looking at ordering stands.

There are a number of audits being completed regularly to improve on medicine management and infection prevention and control. The license from the home office is still being sort.

There have been a number of actions for the front desk which will include the complaints leaflet and information.

The service is looking at different ways to get patient feedback

Some examples of good practice identified in the report

- Patient feedback said they were treated with compassion, dignity and respect and despite the service provided single episodes of care patients were involved in their care and decisions about their treatment.
- Staff assessed patients' needs and delivered care in line with current evidence based guidance. Staff had been trained to provide them with the skills, knowledge and experience to deliver effective care and treatment.
- Patients said they found it easy to make an appointment and data showed most patients were seen or contacted in a timely manner.
- The provider has been working with the local Clinical Commissioning Groups to discuss how to improve and maintain response times for patients accessing the service.

20/04/18