

## Monitoring Summary Record

**Dr Ewa Craven**

**1-6570718774**

### **Location / Core Service address**

Lostock Hall Medical Centre  
Brownedge Road  
Lostock Hall  
Preston  
PR5 5AD

CQC continues to develop its approach to monitoring with a focus on safety, access and leadership.

We have reviewed the information and data made available to us about your service on 13/11/2020.

We consider that no further regulatory activity is indicated at this time. We reserve the right to keep this under review and it may be subject to change. Please note this is not an assessment for the purposes of section 46 of the Health and Social Care Act 2008.

This monitoring activity is part of our transitional regulatory approach and is not an inspection. Monitoring summary records are not inspection reports and are not published on our website. They are an account of our monitoring. We do not expect them to be shared publicly to give assurance on the quality of care you deliver.

You can [read about our transitional regulatory approach.](#)

This summary record outlines what we found as a result of our monitoring activity:

Date of TMA call 13/11/2020

Present: David Pearson, Practice Manager.

The CQC will continue to monitor this location / service and no further regulatory activity will be initiated at this time.

You shared the following information with us:

Since our last inspection in December 2019, you have shared evidence with us to show you have strengthened your recruitment procedures to ensure all new staff

have been risk assessed before starting their role. DBS checks have been obtained in a timely way. There is a comprehensive induction checklist for new staff and you have told us you will produce a similar checklist for locum GPs.

A new legionella risk assessment was undertaken in March 2020 and you showed us evidence that all actions were being taken to mitigate the risks of legionella in the practice water system.

We saw evidence to show you have ensured fire safety is well-managed. Staff have undertaken training in fire safety and participated in fire drills and there are new weekly checks of fire extinguishers.

There is improved management of infection prevention and control (IPC) and we saw evidence of two IPC audits. You have addressed the outcomes of these audits and have told us you will ensure this action is formally recorded going forward.

There is a new staff training log which we have seen and staff mandatory training is documented. All staff training is up-to-date. We have also seen evidence of a competency development system for your clinical staff.

You have shared evidence with us to show your emergency medicines are now held safely as well as any loose prescriptions which are comprehensively monitored.

We have seen managers now have a good oversight of clinical staff training, vaccination status and membership of professional bodies. There are standing agenda items for both administrative and clinical staff meetings allowing for all areas of governance of practice services and best clinical practice to be shared and discussed.

You also showed us evidence of your new significant event and complaints processes. We saw evidence of three significant events (SEAs) since our inspection and lessons learned which were shared with staff and other services when appropriate. You have told us you will ensure you always document when SEAs are shared with staff if this is between staff meetings.

You have continued to meet patients' needs throughout the pandemic. Patient opportunities to communicate with the practice have been enabled.

You have engaged well with local care and nursing homes working to support them in difficult times and forming close relationships.

You have communicated well with vulnerable patients, establishing and maintaining contact with them. Their social and health needs have been assessed and managed by the Social Prescriber. GPs are carrying out home visits as necessary.

You have established a safe working environment for staff and supported their wellbeing.

You have engaged with the CCG and other services throughout the pandemic to support and strengthen practice services.

You have worked hard to ensure you continue to provide an accessible and flexible service, keeping usual services open wherever possible.