

Rye Medical Centre

Quality Report

Rye Medical Centre

Kiln Drive

Rye Foreign

East Sussex

TN31 7SQ

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Website: www.ryemedicalcentre.com

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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this service

Good



Are services safe?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Rye Medical Centre on 8 September 2016. The overall rating for the practice was good but was rated as required improvements within the safe domain. The full comprehensive report on the September 2016 inspection can be found by selecting the 'all reports' link for Rye Medical Centre on our website at www.cqc.org.uk.

Following this inspection the practice sent to us an action plan detailing what they would do to meet the legal requirements in relation to the following:

- Implementing a system to monitor hand written and computer printed prescription pads and forms.
- Ensuring that medicines management systems are reviewed to enable all controlled drugs to be dispensed in accordance to legal requirements.

Additionally we had found that:

- The practice needed to review their complaints process to ensure patients are given information on how they can escalate a complaint should they remain dissatisfied.

This inspection was an announced focused inspection carried out on 1 March 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Our key findings were as follows:

- The provider had reviewed their medicines management procedures in relation to dispensing controlled drugs and evidence was seen that these medicines were being dispensed with in accordance to legal requirements.
- A system was now in place to monitor hand written and computer generated prescription pads and forms.
- The provider had reviewed their complaints management system and evidence was seen that patients were given appropriate information so as to allow them to escalate a complaint should they remain dissatisfied.

Professor Steve Field (CBE FRCP FFPH FRCGP)
Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

At our previous inspection on 8 September 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of risk management and medicines management required some improvements.

Evidence was seen at this inspection in March 2017 that a system had been introduced to monitor the stock of hand written and computer generated prescription pads used in the practice.

Evidence was also seen that controlled drugs were also being dispensed according to legal requirements.

Good



Rye Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

The team consisted of a CQC inspector.

Background to Rye Medical Centre

Rye Medical Centre is a dispensing practice offering general medical services to the population of Rye, Camber, Icklesham, Brede and Peasmarsh in East Sussex. There are approximately 6,900 registered patients. The practice is located within a purpose built property with full access to disabled people. The practice is part of the NHS Hastings and Rother CCG area.

The practice population has a higher number of patients aged between 50-85+ years of age than the national and local clinical commissioning group (CCG) average. The practice population also shows a lower number of patients between the age of 0-44 years of age than the national and local CCG average. There are a comparable number of patients with a long standing health condition in relation to both CCG and national averages. The percentage of registered patients suffering deprivation (affecting both adults and children) is comparable to both the averages for England and local CCG area.

Rye Medical Centre is run by four partner GPs (two male and two female). The practice is also supported by one male salaried GP, three practice nurses (one male and two female), a healthcare assistant a team of administrative and reception staff, five dispensary staff and a practice manager.

The practice provides a number of services for its patients including; asthma clinics, diabetes clinics, anti-coagulation monitoring, minor surgery, child immunisation clinics, new patient checks and holiday vaccinations and advice.

Services are provided from four locations:

Rye Medical Centre, Kiln Drive, Rye Foreign, East Sussex, TN31 7SQ

And three branch surgeries:

The Surgery, Village Hall, Cackle Street, Brede, TN31 6DX. Appointments available on alternate Thursday mornings.

The Surgery, Memorial Hall, Main Road, Icklesham. TN36 4BJ. Appointments available Monday and Friday mornings.

The Surgery, Memorial Hall, Lydd Road, Camber. TN31 7RJ. Appointments available Monday, Wednesday and Friday mornings.

The branch surgeries were not inspected during this inspection.

Opening hours are Monday to Friday 8am to 6.30pm. During the times when the practice is closed arrangements are in place for patients to access care from IC24 which is an Out of Hours provider. Access to this service is by calling NHS 111.

Why we carried out this inspection

We undertook a comprehensive inspection of Rye Medical Centre on 8 September 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall but requires improvement in the safe domain. The full

Detailed findings

comprehensive report following the inspection in September 2016 can be found by selecting the 'all reports' link for Rye Medical Practice on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Rye Medical Centre on 1 March 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

- Reviewed their arrangements for monitoring prescription forms.
- Reviewed their process in relation to dispensing controlled drugs.
- Reviewed their complaints procedure.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

How we carried out this inspection

During our visit we:

Are services safe?

Our findings

At our previous inspection on 8 September 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of risk management and medicines management were not adequate.

These arrangements had significantly improved when we undertook a follow up inspection on 1 March 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and process

At the comprehensive inspection in September 2016 we had found that the practice had clearly defined and embedded systems, processes and practices in place to keep patients safe and safeguarded from abuse, with the exception of:-

- Blank prescription forms and pads were securely stored however there were no systems in place to monitor their use.

- Prescriptions for controlled drugs were being dispensed without the required checks always being undertaken. This related to not ensuring that the dispensed prescription was signed for appropriately.

At this focused inspection in March 2017 we found the provider had addressed our concerns. Evidence was seen that there was now a system in place to track the use of hand written and computerised prescription pads. We saw evidence of a stock record and a system of signing out these pads.

The practice held stocks of controlled drugs (medicines that require extra checks and special storage because of their potential misuse) and had procedures in place to manage them safely. However, it had been found that controlled drugs had been dispensed to patients without the required documentation being completed correctly 15 times in a one week period that was viewed during the inspection.

However, During this inspection on 1 March 2017 evidence was seen of 18 prescriptions for controlled drugs within a one week period which had all been dispensed with the required documentation being completed as required by legal requirements.