

# Hughenden Valley Surgery

## Quality Report

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Date of inspection visit: We have not revisited Hughenden Valley Surgery as part of this review because the practice was able to demonstrate that they were meeting the regulations associated with the Health and Social Care Act 2008 without the need for a visit.

Date of publication: 30/12/2016

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

In March 2016 we found concerns related to the management of medicines, specifically medicines that required refrigeration during a comprehensive inspection of Hughenden Valley Surgery in Buckinghamshire. Following the inspection the provider sent us an action plan detailing how they would improve the area of concern. At the previous inspection in March 2016, we found one breach regulations relating to the safe delivery of services.

Using information provided by the practice we carried out a desktop review of Hughenden Valley Surgery on 15 December 2016 to ensure these changes had been implemented and that the service was meeting regulations.

The ratings for the practice have been updated to reflect our findings following the improvements made since our last inspection and the practice was now meeting the regulations that had previously been breached.

Specifically the practice was:

- Operating safe systems in relation to the management of medicines including effective supporting processes. This included an updated cold chain policy and cold chain awareness training to ensure all practice staff were updated on the practices processes for medicines that required refrigeration.
- Furthermore, the practice had also reviewed the arrangements for temporary members of staff, ensuring there was a full induction training programme and access to practice policies.

Hughenden Valley Surgery had taken full heed of the findings of the inspection undertaken in March 2016 and is now rated good for the provision of safe, effective, caring, responsive and well led services.

**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?**

The practice is now rated as good for providing safe services.

Our last inspection in March 2016 identified concerns relating to the management of medicines, specifically medicines that required refrigeration. We also identified concerns relating to arrangements in place for temporary members of staff.

During the inspection in December 2016, we saw the concerns had been addressed:

- Hughenden Valley Surgery had reviewed protocols and risks associated with the management of medicines that required refrigeration. An example of a completed action was the implementation of a revised cold chain standard operating procedure which included reference to safe refrigerator temperature ranges and how staff should respond when temperatures were found to be out of range.

**Good**



# Hughenden Valley Surgery

## Detailed findings

### Why we carried out this inspection

We inspected this service as a focused inspection to follow up on concerns identified at the comprehensive inspection undertaken in March 2016. We asked the provider to send a report of the changes they would make to comply with the regulations they were not meeting.

The focused inspection of this service was carried out under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was planned to check whether the provider has made the necessary improvements and was meeting the legal requirements in relation to the regulations associated with the Health and Social Care Act 2008.

We have followed up to make sure the necessary changes have been made and found the provider is now meeting the regulations associated with the Health and Social Care Act 2008 included within this report.

This report should be read in conjunction with the full inspection report.

### How we carried out this inspection

We have not revisited Hughenden Valley Surgery as part of this review because the practice was able to demonstrate they were meeting the regulations associated with the Health and Social Care Act 2008 without the need for an inspection.

We reviewed information provided by the practice, including evidence of the new revised cold chain standard operating procedure, evidence of refrigerator monitoring, the temporary worker induction process and five additional actions that have been completed following the March 2016 inspection

All were relevant to demonstrate the practice had addressed the breach of regulation identified at the inspection in March 2016.

# Are services safe?

## Our findings

When we inspected Hughenden Valley Surgery in March 2016, we identified concerns relating to how the practice managed medicines that required refrigeration.

We reviewed information submitted in December 2016 and found the practice had made improvements to address the concerns previously identified.

### Medicines Management

During the comprehensive inspection in March 2016, we saw that the practice had processes in place for managing and storing medicines securely, and for the monitoring of prescribed medicines. However, when checking written records for one refrigerator, we found that the temperature had been recorded significantly above the allowed maximum on several occasions in the week leading up to the inspection, but no action had been taken.

On investigation, the battery on the digital data logger kept in the refrigerator had expired unexpectedly during that period, it could not be confirmed that the actual refrigerator temperature had been within range since then. We also saw the practice's cold chain policy was found to be limited, with no reference to required temperature ranges or how staff should undertake checks or respond when temperatures were found to be out of range. (A cold-chain is the system of transporting and storing medicines within the safe temperature range of between 2°C – 8°C preferably stabilising at 5°C. Maintaining the refrigerator temperature in this range is essential to ensure viable medicines).

The incident was reported to the Patient Safety National Reporting and Learning Service (NLRS), and logged as a significant event on the day of inspection.

- Information supplied for the December 2016 inspection, included a revised cold chain standard operating procedure (SOP) which included reference to required temperature ranges, the method used to monitor the temperature and the escalation process should temperatures be out of range. We saw all practice staff had completed update training on the new cold chain SOP in May 2016.

Furthermore, whilst investigating the concerns we identified during the inspection in March 2016, the practice had implemented several additional measures to strengthen systems to protect patients from the risks associated with medicines management. For example:

- Each refrigerator was now clearly numbered as opposed to named as the room where it was located e.g. 'refrigerator 1' as opposed to treatment room refrigerator.
- There was a schedule to change the batteries in the digital data loggers every six months to prevent the likelihood of a data logger failure.
- Each week, a GP Partner completed a weekly check of refrigerator temperature readings, ensuring they had been recorded correctly.
- A superintendent pharmacist from a local pharmacy now conducts a monthly review and six monthly audits of all dispensary processes within Hughenden Valley Surgery.

These actions had ensured that the practice now had appropriate arrangements in place to assess, monitor, manage and mitigate risks to the health and safety of patients. These completed actions were also ensuring that regulations relating to this aspect of the safe delivery of services and management of medicines were being met.