

# Dr Ne Win

## Quality Report

Flagg Court, South Shields, Tyne and Wear, NE33 2LS

Tel: 0191 283 2040

Website: [www.drwinsurgery.nhs.uk](http://www.drwinsurgery.nhs.uk)

Date of inspection visit: 11 July 2016

Date of publication: 24/08/2016

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

Are services safe?

**Good**



# Summary of findings

## Contents

### Summary of this inspection

Overall summary	2
The five questions we ask and what we found	3

### Detailed findings from this inspection

Our inspection team	4
Background to Dr Ne Win	4
Why we carried out this inspection	4
How we carried out this inspection	4
Detailed findings	5

## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of this practice on 23 June 2015. A breach of legal requirements was found. After the comprehensive inspection the practice wrote to us to say what they would do to meet the following legal requirements set out in the Health and Social Care Act (HSCA) 2008:

- Regulation 12 HSCA 2008 (Regulated Activities) Regulations 2010 Safe care and treatment.

Care and treatment was not provided in a safe way for service users because some aspects of the management of medicines were unsafe.

Specifically:

Some temperature sensitive medicines were being kept in a refrigerator whose temperature was not being monitored, along with some food and drink.

A small number of medicines held were beyond their expiry date.

Blank prescription forms were not always handled in accordance with national guidance. This included some prescriptions used specifically for the prescribing of certain medicines. The arrangements for the storage of these forms were not secure. (Regulation 12(1)(2)(g))

We undertook this focused inspection on 11 July 2016 to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Dr Ne Win on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

Our key findings were as follows:

- Care and treatment was provided in a safe way for patients through the proper and safe management of medicines for the purposes of the regulated activity.

**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 rated as good for providing safe services.

At this visit we checked to ensure medicines were handled safely.

There had been concerns at the previous inspection about the way that medicines were managed. At this inspection we saw that improvements had been made to address the issues.

**Good**



# Dr Ne Win

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

A CQC pharmacist inspector carried out this focused inspection.

### Background to Dr Ne Win

The practice is based within Flagg Court Health Centre in South Shields, Tyne and Wear. The practice serves people living in South Shields itself. The practice provides services to patients from one location: Flagg Court, South Shields, Tyne and Wear, NE33 2LS. We visited this address as part of the inspection.

The practice is located in a purpose built two storey building and provides services to patients at ground floor level. They offer on-site parking including disabled parking, accessible WC's and step-free access. They provide services to just over 1,900 patients of all ages based on a Primary Medical Services (PMS) contract agreement for general practice.

The practice has one male GP, one nurse practitioner, one healthcare assistant, a practice manager, a deputy manager and three medical receptionists.

Information taken from Public Health England placed the area in which the practice was located in the third more deprived decile. In general, people living in more deprived areas tend to have greater need for health services. The

practice's age distribution profile is weighted towards a slightly younger population than national averages. There are more patients registered with the practice between the ages of 0-18 years than the national averages.

The service for patients requiring urgent medical attention out-of-hours is provided by the 111 service and Northern Doctors Urgent Care Limited.

### Why we carried out this inspection

We undertook an announced focused inspection of Dr Ne Win on 11 July 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 23 June 2015 had been made. We inspected the practice against one of the five questions we ask about services: Is the service safe? This is because the service was not meeting some legal requirements at the previous inspection.

### How we carried out this inspection

We carried out an announced visit on 11 July 2016.

We spoke with staff from the practice that were involved with or had responsibility for the management of medicines. We looked at records the practice maintained in relation to the provision of services.

# Are services safe?

## Our findings

### Medicines Management

The arrangements for managing medicines in the practice kept patients safe.

At our last inspection in June 2015 we found some temperature sensitive medicines were being kept in a refrigerator whose temperature was not being monitored, along with some food and drink. At this inspection in July 2016 we saw that no medicines were being stored in this refrigerator and all medicines were now stored in the nurse treatment room where the temperature was recorded in line with national guidance.

At our last inspection we saw that most of the medicines we checked were within their expiry dates; however a small

number had passed their expiry date. At this inspection we saw that the medicines previously kept in the GP's room was now being kept and monitored in the nurse practitioners room. We also saw that needles have been added to and are now part of the checklist for the anaphylaxis emergency box.

At our last inspection we saw that blank prescription forms were not always handled in accordance with national guidance. At this inspection we found the practice now kept records of the first and last serial numbers of all blank prescriptions on receipt and as they are moved around the practice. This enabled the practice to identify or report the serial numbers of forms that were misdirected or lost. All prescription forms were stored safely. Practice staff we spoke with could clearly demonstrate how the new process worked.