

Drs Takhar, Nally & Hume - Wansford

Quality Report

Wansford & Kings Cliffe Practice
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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

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 of this practice on 22 April 2016. We set a requirement in relation to Safe Care and Treatment. The practice sent in an action plan informing us about what they would do to meet legal requirements in relation to the following.

- The practice did not ensure that medicines dispensed followed the national guidance.
- The practice did not ensure there were systems in place for the safe and secure storage of medicines.

They told us these issues would be addressed by 27 June 2016 and provided us with evidence to show they had taken the action to address the concerns.

We undertook a focused inspection on 5 October 2016 to make a judgement about whether their actions had addressed the requirements.

The overall rating for the practice is good. You can read our previous report by selecting the 'all reports' link for on our website at www.cqc.org.uk

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 the last inspection on 22 April 2016 we found that;

- The practice had not ensured all medicines needing cold storage were monitored and kept at an appropriate temperature.
- The practice did not ensure the dispensary was secure at all times.
- The practice did not ensure that prescriptions were signed by a GP before collection by the patient.
- The practice had not ensured that all medical consumables were within their expiry date.

Our focused inspection on 5 October 2016 found that;

The practice is rated as good for providing safe services.

- The practice had safe and effective systems in place and had implemented or improved systems and processes to ensure that medicines were managed safely including storage and security.

This report should be read in conjunction with the full inspection report from 22 April 2016.

Good



Drs Takhar, Nally & Hume - Wansford

Detailed findings

Our inspection team

Our inspection team was led by:

This focused inspection was completed by a CQC inspector.

Background to Drs Takhar, Nally & Hume - Wansford

Wansford Surgery is situated in Wansford, Peterborough, Cambridgeshire. The practice provides services for approximately 7300 patients. It holds a General Medical Services contract. The practice has a branch surgery in Kings Cliffe.

The practice has two GP partners (one male, one female) and four salaried GPs (two male and two female). The team also includes two female practice nurses, three female health care assistants and two community practitioners. They also employ a practice manager and a team of dispensary/reception/administration/secretarial staff.

The practice is a training practice and regularly trains qualified doctors to becoming a GP. Three GPs within the practice are trainers. There is a separate pharmacy on site. The practice's opening times are from 8am until 6.30pm Monday to Friday, with extended hours on Tuesday evening from 6.30pm until 8pm. The practice provides Saturday morning access for urgent appointments with a GP.

The practice has opted out of providing GP services to patients outside of normal working hours. During these times GP services are provided by Herts Urgent Care via the 111 service.

We reviewed the most recent data available to us from Public Health England which showed that the practice had a lower than average practice population under 40 years and a higher than average practice population aged 40-70 years than national averages. The deprivation score was lower than the national average.

Why we carried out this inspection

As a result of the last inspection on 22 April 2016 we had concerns and issued a requirement notice in respect of safe care and treatment. This was because the practice had not ensured that safe and effective systems were in place to ensure that medicines were managed safely including storage and security.

How we carried out this inspection

We reviewed the information received from the practice, spoke with the practice manager, and practice staff.

We visited both sites at Wansford and Kings Cliffe where Drs Takar, Nally & Hume-Wansford provided care.

We carried out a focused inspection on 5 October 2016.

Are services safe?

Our findings

We found improvements were needed in relation to safe care and treatment at our last inspection on 22 April 2016, we found that;

- The practice had not ensured all medicines needing cold storage were monitored and kept at an appropriate temperature.
- The practice did not ensure the dispensary was secured at all times
- The practice did not ensure that prescriptions were signed by a GP before collection by the patient.
- The practice had not ensured that all medical consumables were within their expiry date.

The provider sent us an action plan informing us about the action they would take to ensure that patients were safe. Our focused inspection on 5 October 2016 found that the practice had implemented and embedded clearly defined systems, processes, and practices.

- We saw evidence that the practice had completed a review and made changes to the systems and process they used to ensure that the temperature of the fridges containing medicines was appropriate. They had introduced a schedule for all daily tasks including

identifying who was responsible. We looked at the log for the recording of the temperature and found these to be completed. We saw that the practice staff completed a log and signed to confirm that medical consumables had been checked and were within their expiry dates. We saw that warning stickers had been added to items that were reaching their expiry date.

- We visited the dispensary at the branch practice at Kings Cliffe. The practice had reviewed the security of the premises, the storage of medicines and the workload of dispensary staff. We saw that the practice had made significant improvements including redecoration and refurbishment to the practice. Practice staff we spoke with told us that if the dispensary was left unattended the door was locked. Following a review of the need to stock controlled drugs, the practice decided to no longer dispense controlled drugs. The practice had access to a pharmacy adjacent to the main site at Wansford, for patients who were unable to collect their controlled drugs from Wansford; delivery arrangements to Kings Cliffe were made. The practice had appropriate storage facilities for controlled drugs.
- As part of the practice action plan, we noted the practice had amended their prescription policy. On the day of the inspection we saw that prescriptions were signed before medicines were given to patients.