

# Denton Village Surgery

## Inspection report

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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 location

Good



Are services safe?

Requires improvement



Are services effective?

Good



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Good



# Overall summary

We carried out an announced comprehensive inspection at Denton Village Surgery on 5 February 2020 as part of our inspection programme.

At this inspection we followed up on breaches of regulations identified at a previous inspection on 2 April 2019.

At the last inspection in April 2019 we rated the practice as **requires improvement** for providing safe services because:

- The practice did not have clear systems and processes to keep patients safe.
- The practice did not have all of the required emergency drugs in stock to ensure patient safety.
- The practice did not have an adequate system in place to safely manage MHRA and other safety alerts.
- Staff immunisations were not being safely monitored.
- The practice had over 500 patient notes which had not been summarised dating back to 1984. This had not been picked up by the practice prior to our inspection and posed a risk to patient safety.
- Some of the risk assessments in place in the dispensary did not provide enough information to safely mitigate any identified risks.

At this inspection, we found that the provider had satisfactorily addressed most of these areas, although some further improvement was needed as indicated below.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

**We have rated this practice as good overall and good for all the population groups.**

We rated the practice as **requires improvement** for providing safe services because:

- The practice did not have safe systems in place to ensure all medicines were safely stored and monitored.
- The practice did not have an adequate system in place to safely manage and action MHRA and other safety alerts.

We rated the practice as **good** for providing effective, caring, responsive and well-led services because:

- Patients received effective care and treatment.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

The areas where the provider **must** make improvements are:

- Ensure that care and treatment is provided in a safe way.

(Please see the specific details on action required at the end of this report).

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Requires improvement	

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a practice nurse specialist advisor.

## Background to Denton Village Surgery

Denton Village Surgery is located in the village of Denton, Northamptonshire and serves approximately 6,100 patients. Patients are registered at the practice from 14 surrounding villages. The practice holds a General Medical Services contract and provides GP services commissioned by Nene & Corby Clinical Commissioning Group and NHS England.

The practice has a registered manager in place. A registered manager is an individual registered with CQC to manage the regulated activities provided.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, treatment of disease, disorder or injury, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

Patients who live in excess of one mile from a pharmacy are eligible to have their prescribed medicines dispensed from the practice. This equates to 99% of registered patients. Medicines can be collected from the practice or any of five designated outlets. The dispensary has a dispensary manager and seven dispensers who work varying hours.

The practice's clinical team is led by the provider (principal GP), who provides six clinical sessions per

week. There are four salaried GP's and a number of male and female locums at the practice. Long-terms locum GP's provide occasional sessions to cover the provider's absence. The practice has a lead prescribing nurse, a prescribing nurse, two practice nurses, a phlebotomist and a health care assistant. There are four members of the reception team led by a reception manager, four administrative roles and a social prescribing link worker in post. The practice manager is supported by an assistant manager and has a dispensary team led by a dispensary manager.

Standard appointments at the practice are 15 minutes long, with patients being encouraged to book double slots should they have several issues to discuss. Patients who have previously registered to do so may book appointments online. The provider can carry out home visits for patients whose health condition prevents them attending the surgery.

The practice has opted out of providing an out-of-hours service. However, the provider is available outside usual surgery hours, with the practice's phone line being routed to an answering service, which will pass on messages. Extended access is provided through the Principal Medical Limited federation. Otherwise, patients calling the practice when it is closed relate to the local out-of-hours service provider via NHS 111.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p><b>Care and treatment must be provided in a safe way for service users</b></p> <p><b>How the regulation was not being met:</b></p> <ul style="list-style-type: none"><li>• The provider did not have effective arrangements in place for ensuring medicines were safely stored</li><li>• The provider did not have effective arrangements in place to ensure safety alerts into the practice and dispensary were actioned to ensure the safe care and treatment of patients.</li></ul> <p>This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>