

Bawtry and Blyth Medical

Quality Report

The Health Centre

Bawtry

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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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Summary of this inspection

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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 6 September 2016. The overall rating for the practice was good with requires improvement for safety. The full comprehensive report for the inspection of 6 September 2016 can be found by selecting the 'all reports' link for Bawtry and Blyth Medical on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 9 January 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 on 6 September 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as Good.

Our key findings across the areas we inspected were as follows:

- There was an effective system in place for reporting and recording significant events including capturing near misses in the dispensary.
- The practice introduced a controlled drugs register in October 2016. Monthly checks of stocks of medicines, including controlled drugs, were now completed and recorded on the electronic system and records retained in the dispensary.
- We were shown the procedure implemented to share medicine alerts with dispensary staff. Actions taken as a result of the alert were documented in the action log which was available to all staff on the shared computer drive.
- The practice had reviewed and updated the dispensary standard operating procedures.

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.

Good



- There was an effective system in place for reporting and recording significant events including capturing near misses in the dispensary.
- The practice introduced a controlled drugs register in October 2016. Monthly checks of stocks of medicines, including controlled drugs, were now completed and recorded on the electronic system and records retained in the dispensary.
- We were shown the procedure implemented to share medicine alerts with dispensary staff. Actions taken as a result of the alert were documented in the action log which was available to all staff on the shared computer drive.
- The practice had reviewed and updated the dispensary standard operating procedures.

Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Bawtry and Blyth Medical

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC lead inspector.

Background to Bawtry and Blyth Medical

Bawtry and Blyth Medical is a dispensing practice with a main surgery based in Bawtry and a branch surgery in Blyth providing care for 2,738 patients in the Bassetlaw Clinical Commissioning Group (CCG) area. It provides services from purpose built premises with disabled access and a car park at Bawtry and a smaller building at Blyth. The practice catchment area has been identified as one of the third less deprived areas nationally.

The practice has two GP partners, one male and one female, and a part time male salaried GP. They are supported by two practice nurses, a practice manager and reception staff who are also trained to work in the dispensary.

The practice is open Monday to Friday from 8am to 6.30pm at Bawtry. The branch at Blyth is open from:

- 3pm to 5.30pm on Monday
- 5.30pm to 7.30pm on Tuesday
- 8.30am to 11.30am on Wednesday
- 8.30am to 11am on Thursday
- 9am to 11am on Friday

Appointments are available with GPs in the morning and afternoon every week day at Bawtry and on Monday, Tuesday and Thursday at Blyth. Appointments

with practice nurses are available at Bawtry on Monday, Tuesday, Wednesday and Friday and at Blyth on Thursdays. Extended hours appointments are offered from 6.30pm to 7.30pm at Blyth on Tuesday evenings.

In addition to pre-bookable appointments that could be booked up to two weeks in advance, urgent appointments were also available for people that needed them. Out of hours care is accessed via the surgery telephone number and listening to the message or calling the NHS 111 service.

Why we carried out this inspection

We undertook a comprehensive inspection of Bawtry and Blyth Medical on 6 September 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as overall good with requires improvement for safety. The full comprehensive report following the inspection can be found by selecting the 'all reports' link for on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Bawtry and Blyth Medical on 9 January 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.

How we carried out this inspection

We carried out an announced visit on 9 January 2017. During our visit we spoke with the practice manager, review the practice action report and looked at the information the practice used to deliver care and treatment to patients.

Are services safe?

Our findings

At our previous inspection on 6 September 2016 we rated the practice as requires improvement for providing safe services as the provider did not ensure the controlled drugs register met the requirements set out in The Misuse of Drugs Regulations 2001 (and subsequent amendments) as regular checks of stock were not completed and documented.

These arrangements had significantly improved when we undertook this follow up inspection on 9 January 2017. The practice is now rated as good for providing safe services.

Safe track record and learning

The practice held stocks of controlled drugs (medicines that require extra checks and special storage arrangements because of their potential for misuse). At our previous inspection in September 2016 we found the practice did not have a comprehensive standard operating procedure in place to covering all medicines management. Controlled drugs were stored in a controlled drugs cupboard and the keys held securely. However, we found records did not accurately reflect the movement of controlled drugs between the Bawtry and Blyth surgery. Staff did not

routinely check stock balances of controlled drugs to ensure the amounts held reflected what was recorded in the registers. During this inspection we were shown the controlled drugs register introduced in October 2016. Monthly checks of stock were now recorded on the electronic system and records retained in the dispensary. The standard operating procedure had been reviewed and updated accordingly. We were shown the procedure implemented to share medicine alerts with dispensary staff. Actions taken as a result of the alert were documented in the action log which was available to all staff on the shared computer drive.

The practice had reviewed how they captured incidents and near misses within the dispensary and we were shown the new procedure. Staff completed an incident form which was passed to the practice manager for investigation and to identify further learning. We saw policies and procedures were now routinely reviewed as part of this process.

We were shown an infection control audit which was completed at both sites in October 2016. We saw evidence that action was taken to address any improvements identified as a result. For example a treatment couch at the branch site had been removed and replaced.