

# Houghton Close Surgery

## Quality Report

1 Houghton Close

Amphill

Bedfordshire

MK45 2TG

Tel: Tel: 01525 300898

Website: [www.houghtonclosesurgery.co.uk](http://www.houghtonclosesurgery.co.uk)

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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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## Overall summary

### Letter from the Chief Inspector of General Practice

We previously carried out an announced comprehensive inspection of Houghton Close Surgery on 15 January 2015. A breach of legal requirements was found. After the comprehensive inspection, the practice wrote to us and submitted an action plan outlining the actions they would take to meet legal requirements in relation to;

- Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 – safe care and treatment.

From the inspection on 15 January 2015, the practice were told they must:

- Ensure a coordinated approach to medicines management and that a system was in place to record the amount and type of vaccinations kept at the practice.
- Ensure that staff were knowledgeable about the processes used in relation to medicines management and that the procedures they used were reviewed and up-to-date.

We undertook a focused inspection at Houghton Close Surgery on 16 August 2016 to check that they had followed their plan and to confirm that they now met

legal standards and requirements. This report only covers our findings in relation to those areas found to be requiring improvement. You can read the report from our last comprehensive inspection, by selecting 'all reports' link for Houghton Close Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

We found that on the 16 August 2016 the practice now had improved systems in place and we found the following key findings:

- Practice specific protocols and procedures had been developed to ensure the safe management of medicines within the practice and reduced risks to patients. Staff demonstrated these were followed as appropriate.
- Systems to ensure that appropriate stock records of vaccines, emergency medicines and emergency equipment were maintained had been implemented effectively.
- Staff we spoke with were aware of their responsibilities and those of their colleagues in relation to the safe management of medicines within the practice.

**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 our comprehensive inspection on 15 January 2015, we identified a breach of legal requirement.

Improvements were needed to some processes and procedures to ensure a coordinated approach to medicines management and that a system was in place to record the amount and type of vaccinations kept at the practice. In addition the practice needed to ensure that staff were knowledgeable about the processes used in relation to medicines management and that the procedures they used were reviewed and updated routinely.

During our focused inspection on 16 August 2016, we found the practice had taken action to improve and the practice is rated as good for providing safe services.

The practice had clearly defined and embedded systems, processes and practices in place to keep patients safe, which included:

- The arrangements for managing medicines, including emergency medicines and vaccines, in the practice kept patients safe (including obtaining, prescribing, recording, handling, storing, security and disposal). Processes were in place for handling repeat prescriptions which included the review of high risk medicines.

Good



# Summary of findings

## The six population groups and what we found

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

# Houghton Close Surgery

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

The focused inspection was undertaken by a CQC Lead Inspector and a GP specialist advisor.

### Background to Houghton Close Surgery

Houghton Close Surgery provides a range of primary medical services from a purpose built premises in a semi-rural location at 1 Houghton Close, Ampthill, Bedfordshire, MK45 2TG. The practice has a dispensary and is a training practice. The practice serves a population of approximately 10,100 and covers the areas of Ampthill, Clophill, Eversholt, Flitton, Flitwick, Greenfield, Haynes West End, Houghton Conquest, Lidlington, Maulden, Millbrook, Pulloxhill, Ridgmont, Silsoe, Stewartby and Westoning.

The area served has a significantly below average deprivation rate compared to England as a whole. The practice population is predominantly white British. The practice serves an above average population between the ages of 40 and 69 and a considerably lower than average population between the ages of 20 and 34.

The full clinical staff team includes three female and two male GP partners, one female salaried GPs, three trainee GPs, a nurse prescriber, three practice nurses, a healthcare assistant and a phlebotomist (a specialised clinical support worker who collect blood from patients for examination). The clinical team is supported by a practice manager, a deputy manager, and number of administration, reception staff. Two managers, two dispensers, three assistants and a delivery worker are employed in the dispensing pharmacy.

### Why we carried out this inspection

We carried out a focussed inspection of this service 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 is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

### How we carried out this inspection

Before our inspection, we asked the provider to submit information and evidence to demonstrate the actions they had taken to address the breach of legal requirement and areas requiring improvement we identified during our comprehensive inspection on 15 January 2015. We carried out an announced focused inspection on 16 August 2016.

During our inspection we:

- Reviewed protocols and procedures developed to ensure the safe management of medicines.
- Spoke to staff involved in managing medicines, including the dispensary manager.
- Reviewed records of checks on vaccine fridges, emergency medicines and emergency equipment.

To get to the heart of patients' experiences of care and treatment, we always ask the following five questions:

- Is it safe?
- Is it effective?
- Is it caring?

# Detailed findings

- Is it responsive to people's needs?
- Is it well-led?

However, during our focused inspection we only asked questions relating to safety.

# Are services safe?

## Our findings

At our comprehensive inspection on 15 January 2015, we identified a breach of legal requirement.

Improvements were needed to some processes and procedures to ensure a coordinated approach to medicines management and that a system was in place to record the amount and type of vaccinations kept at the practice. In addition the practice needed to ensure that staff were knowledgeable about the processes used in relation to medicines management and that the procedures they used were reviewed and updated routinely.

During our focused inspection on 16 August 2016, we found the practice had taken action to improve and the practice is rated as good for providing safe services.

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