

Ampleforth & Hovingham Surgeries

Quality 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 service

Good



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 3 November 2014. A breach of legal requirements was found. After the comprehensive inspection, the practice wrote to us to say what they would do to meet legal requirements in relation to;

Regulation 13 HSCA 2008 (Regulated Activities) Regulations

2010 Management of medicines

We undertook this focused inspection on 22 January 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 'all reports' link for Ampleforth Surgery on our website at www.cqc.org.uk

From the inspection on 3 November 2014, the practice were told they must:

- Improve the checking and signing of prescriptions by GPs before medicines are dispensed and issued to patients.
- Improve arrangements for checking the expiry dates of medicines to ensure they are safe to use.

We found that on the 22 January 2016 the practice now had improved systems in place.

- Prescriptions were signed before being dispensed to patients and there was a robust process in place to ensure this occurred, including for controlled drugs.
- There was a procedure in place to ensure dispensary stock was fit for use and we were shown examples of how this worked.

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?

Prescriptions were signed before being dispensed to patients and there was a robust process in place to ensure this occurred, including for controlled drugs.

There was a procedure in place to ensure dispensary stock was fit for use and we were shown examples of how this worked.

We checked medicines and equipment for emergency use at both sites and found there were adequate stocks of medicines, oxygen, and a defibrillator.

Good



Ampleforth & Hovingham Surgeries

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Pharmacy Inspector.

Why we carried out this inspection

We undertook an announced focus inspection of Ampleforth & Hovingham Surgeries on 22 January 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 3 November 2014 had been made. We inspected the practice against one of the five questions we ask about service: is the service safe. This was because the service was not meeting some legal requirements.

How we carried out this inspection

Before visiting, we reviewed a range of information we held about the service and asked other organisations to share what they knew about the service. We reviewed policies, procedures and other information the practice provided before and during the inspection.

To get to the heart of patients' experiences of care, we asked the following question:

- Is it safe?

We carried out an announced visit on 22 January 2016.

During our visit we spoke with a range of staff from the dispensary and the practice manager.

Are services safe?

Our findings

Medicines management

Prescriptions were signed before being dispensed to patients and there was a robust process in place to ensure this occurred, including for controlled drugs. Dispensary staff showed us updated standard operating procedures confirming the change in practice, which had been signed by all members of the dispensary team. Prescriptions for patients at Hovingham were signed at Ampleforth before they were taken to the branch surgery for collection.

There was a procedure in place to ensure dispensary stock was fit for use and we were shown examples of how this worked.

We checked medicines and equipment for emergency use at both sites and found there were adequate stocks of medicines, oxygen, and a defibrillator. There was a procedure in place to manage these, and we were shown records which confirmed comprehensive checks had been regularly carried out to ensure they were fit for use.