

The Doctors House - Marlow Medical Group

Quality Report

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Date of inspection visit: We have not revisited The Doctors House - Marlow Medical Group as part of this review because they were able to demonstrate that they were meeting the standards without the need for a visit.

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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

In April 2015 we found concerns related to the management of medicines during a comprehensive inspection of The Doctors House - Marlow Medical Group. Following the inspection the provider sent us an action plan detailing how they would improve medicine management systems ensuring they reflect national guidelines.

We carried out a desktop review of The Doctors House - Marlow Medical Group on 17 December 2015 to ensure these changes had been implemented and that the service was meeting regulations. Our previous inspection in April 2015 had found a breach of regulations relating to the safe delivery of services. The ratings for the practice have been updated to reflect our findings.

We found the practice had made improvements since our last inspection on 15 April 2015 and they were meeting the regulation relating to the management of medicines that had previously been breached.

Specifically the practice was operating safe systems in relation to the management of medicines. This included:

- Disseminating medicine alerts within the practice.
- Ensuring the temperatures in the practice refrigerators including dispensary were accurately recorded.
- Formal arrangements were in place and staff were aware how these operate to ensure the security of prescriptions in accordance with national guidance.
- A review and subsequent structure change of the management of dispensary at the Lane End branch surgery.

We have changed the rating for this practice to reflect these changes. The practice is now rated good for the provision of safe, effective, caring, responsive and well led services.

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 provider was providing safe services.

Since our last inspection in April 2015 systems had been put in place and embedded to ensure the management of medicines reflected national guidelines.

- Medicine alerts were disseminated within the practice ensuring any changes to protocols were actioned.
- Blank prescription forms were handled in accordance with national guidance and kept securely at all times.
- Refrigerator temperatures were accurately recorded; this included current temperature and minimum and maximum temperatures. The dispensary fridge was equipped with an alarm that sounded if the temperature deviates from the required range.
- We saw evidence that the dispensing staff had completed appropriate qualification for this role and following a management structure review we saw regular supervision and continued professional development for this member of staff.

Good



The Doctors House - Marlow Medical Group

Detailed findings

Why we carried out this inspection

We carried out a comprehensive inspection on 29 April 2015 and published a report setting out our judgements. We asked the provider to send a report of the changes they would make to comply with the regulation they were not meeting. We have followed up to make sure the necessary changes have been made and found the provider is now meeting the fundamental standards included within this report.

This report should be read in conjunction with the full inspection report. We have not revisited The Doctors House – Marlow Medical Group as part of this review because the practice was able to demonstrate compliance without the need for an inspection.

How we carried out this inspection

We reviewed information given to us by the practice, including records of staff training, examples of shared medicine alerts, examples of daily refrigerator temperature checks and a log book of prescriptions which tracked prescriptions throughout the practice.

Are services safe?

Our findings

Medicines management

When we visited on 15 April 2015 we found an inconsistent approach to the management of medicines within the practice, specifically at the branch surgery (Lane End surgery) including the dispensary.

The GPs at the practice cascaded National Institute of Health and Care Excellence (NICE) guidance and reminders to relevant staff. These were also discussed at clinical governance meetings to ensure consistent information was given to patients.

However, at the Lane End surgery, we saw the medicines alerts were received from Marlow surgery and found the last recorded alert was dated April 2013. Another alert, received online, was received in March 2015, but the actions taken had not been recorded.

We also saw the Lane End surgery only recorded the current temperatures in the dispensary fridge. Minimum and maximum temperatures had not been recorded. Although, the dispensary fridge was equipped with an alarm that sounded if the temperature deviates from the required range.

In addition, we saw the Lane End surgery had one dispenser who was a lone worker. The dispenser told us they had access to a GP throughout the day and could raise concerns with them. We saw evidence the dispensing staff had completed appropriate qualification for this role; however, we found no evidence of regular supervision and continued professional development for this member of staff.

During the April 2015 inspection we also found the Lane End surgery had not been recording all prescriptions that had been issued to the dispensary and records had not been kept for the prescriptions that had been distributed to the GP.

Following the last inspection we received an action plan from the provider informing us of the action they had

taken. The practice confirmed that they had taken appropriate action to ensure that appropriate systems were now in place ensuring the practices management of medicines reflected national guidelines.

On 17 December 2015 the provider sent us evidence of revised systems to manage medicines and examples of these systems being embedded into the practice. For example:

- Medicine alerts were disseminated within the practice ensuring any changes to protocols were actioned. We saw an example of an alert received in August 2015 from the Medicines and Healthcare Products Regulatory Agency (MHRA) which alerted a printing error on the packaging of a medicine used to treat epilepsy, neuropathic pain and generalised anxiety disorders. The practice sent evidence that all appropriate members of staff had read, understood and actioned the alert.
- Blank prescription forms were handled in accordance with national guidance and kept securely at all times. No individual doctors' pads were distributed from the Lane End surgery and we saw a log book record of all prescriptions tracked throughout the two surgeries.
- We were sent examples of refrigerator temperatures being accurately recorded; this included current temperature and minimum and maximum temperatures. The dispensary fridge was equipped with an alarm that sounded if the temperature deviated from the required range.
- We saw evidence that the dispensing staff had completed appropriate qualification for this role and following a management structure review we saw regular supervision and continued professional development for this member of staff. This included completed training in equality and diversity, domestic violence awareness, customer care, fire and electrical safety. We also saw the dispensary was booked to complete a course titled 'Maintaining Dispensary Accuracy' which was due to start in January 2016.

These actions had ensured that the practice including the branch surgery (Lane End surgery) was operating safe systems and was now ensuring that requirements relating to management of medicines were now being met.