

# Old Fletton Surgery

## 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

## Contents

### Summary of this inspection

Overall summary	2
The five questions we ask and what we found	3

### Detailed findings from this inspection

Our inspection team	4
Background to Old Fletton Surgery	4
Why we carried out this inspection	4
How we carried out this inspection	4
Detailed findings	5

## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Old Fletton Surgery on 8 March 2016. At this time we noted that improvement was required as systems and processes were required to ensure that clinicians were overseeing and checking changes to prescriptions.

After the comprehensive inspection, the practice wrote to us to say what they would do to meet legal requirements in relation to ensuring robust processes were in place.

We undertook this focused inspection 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.

The overall rating for the practice is good. You can read our previous report by selecting the 'all reports' link for on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

### 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 the last inspection on 8 March 2016 we found that:

- Data showed that there was scope for the practice to improve the system used to review patients taking medicines that require specific monitoring, including lithium.

Our focused inspection on 27 June 2016 found that:

The practice is rated as good for providing safe services.

- The practice had implemented a robust system to ensure that patients taking medicines that required specific monitoring received health reviews in line with national prescribing guidance.

This report should be read in conjunction with the full inspection report from 8 March 2016.

**Good**



# Old Fletton Surgery

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

This desk based review was completed by a CQC lead inspector.

## Background to Old Fletton Surgery

Old Fletton Surgery is a purpose built practice situated in Fletton, Peterborough. The practice provides services for approximately 12,000 patients. It holds a General Medical Services contract with Cambridgeshire and Peterborough CCG.

According to information taken from Public Health England, the patient population has an age profile which is comparable to the practice average across England. The practice is in an area with varied levels of deprivation and a high level of residential developments.

The practice team consists of seven GPs, a practice manager, two nurse practitioners, four practice nurses and two healthcare assistants. The team also includes secretarial, administration, reception and dispensary staff.

The practice is open from Monday to Friday. It offers appointments between 8am and 6pm. Extended hours clinics are also available between 6.30pm to 7.30pm on Monday and Tuesday evenings. Out of hours care is provided through the NHS 111 service.

## Why we carried out this inspection

As a result of the last inspection on 8 March 2016 we had concerns and issued a requirement notice in respect of safe care and treatment. This was because the practice had not ensured that patients who are prescribed medicines that require specific monitoring are reviewed in line with national prescribing guidance.

## How we carried out this inspection

We reviewed the information received from the practice, spoke with the practice manager and requested additional information from the practice.

We have not revisited Old Fletton Surgery as part of this review because the practice were able to demonstrate they were meeting the standards without the need for a visit.

We carried out a desk-based review on 27 June 2016.

# Are services safe?

## Our findings

We found improvements were needed in relation to safe care and treatment at our last inspection on 8 March 2016.

- Data showed that a number of patients who took prescribed medication that required specific monitoring, including lithium, had not had a recent medication review. This highlighted that there was scope for the practice to improve the system used to review patients taking medicines that require specific monitoring.

The provider sent us an action plan informing us about the action they would take to ensure that patients were safe. Our focused inspection on 27 June 2016 found that the

practice had implemented a robust system to ensure that patients taking medicines that required specific monitoring received health reviews in line with national prescribing guidance.

- Following our inspection, the practice discussed the safe prescribing of lithium with a Consultant Psychiatrist.
- The practice provided us with a written policy for the monitoring of patients taking lithium. This detailed how the practice would contact patients to ensure that an appointment was booked. The policy had clear guidance on how to manage patients who did not respond to the recalls.
- Since our previous inspection, the practice had reviewed any patients taking lithium and ensured that robust monitoring was in place.