

Swan 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

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Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at the Swan Surgery on 7 July 2017. The practice was rated as good for providing effective, caring, responsive and well led services and requires improvement for providing safe services. Overall the practice was rated as good.

We undertook a follow up focused inspection of Swan Surgery on 14 February 2018. 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.

Overall the practice is still rated as good, and has been rated as good for providing safe services.

Our key findings were as follows:

- All equipment and medicines in the GP bags were within the expiry date. There was a policy and log in place to support the new checking system.
- There was a system in place to record, learn from, and discuss incidents such as near misses in the dispensary.
- Dispensary staff had easy access to the standard operating procedures.

Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

Swan Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a member of the CQC medicines management team.

Background to Swan Surgery

Swan Surgery is a purpose built practice situated in Bury St. Edmunds, Suffolk. The practice provides services for approximately 12,000 patients. It holds a Personal Medical Services contract with West Suffolk Clinical Commissioning Group (CCG). The practice is a training practice and teaches trainee GPs and Foundation Year Two doctors. The practice dispenses to patients who are eligible for this service.

There are ten GPs (six male and four female) at the practice. There are three female nurses, and two health care assistants. The operations and business managers are supported by a team of receptionists, data clerks, and medical secretaries and a team of five dispensers.

The most recent data provided by Public Health England showed that the patient population has a higher than average number of patients aged between five and 19, 35 to 54 and over 85 compared to the England average. The practice is located within an area of low deprivation.

Swan Surgery is open from Monday to Friday and offers appointments between 8am and 6.30pm daily, with extra appointments available for pre-booking on a Saturday morning between 9am and 12.30pm. The practice dispensary is also open during these hours. Extended hours appointments are provide by GP+ for whom the practice allows use of its premises. Out of hours care is provided by Care UK via the NHS 111 service.

Why we carried out this inspection

We carried out an announced comprehensive inspection at the Swan Surgery on 7 July 2017. The practice was rated as good for providing effective, caring, responsive and well led services, and requires improvement for providing safe services. Overall the practice was rated as good.

We undertook a focused inspection of Swan Surgery on 14 February 2018 under Section 60 of the Health and Social Care Act 2008 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 7 July 2017. The full comprehensive report following the inspection on 7 July 2017 can be found by selecting the 'all reports' link for Swan Surgery on our website at www.cqc.org.uk.

Are services safe?

Our findings

At our previous inspection on 7 July 2017, we rated the practice as requires improvement for providing safe services. The following improvements were needed:

- The practice showed insufficient evidence to show that dispensary staff were aware of and would routinely report significant events and near misses.
- The system to ensure medicines and equipment was within the expiry date was not effective. We found five items including cannulas, syringes and a pair of gloves that were out of date in a GP bag. The practice reported an annual stock check was undertaken; however the practice policy stated this would be undertaken every three months. Dispensary staff were unable to evidence that regular stock checks were undertaken.
- Dispensary staff did not always have access to up to date standard operating procedures. The system to assure the practice that the correct standard operating procedure was being used was not safe.

These arrangements had improved when we undertook a focussed follow up inspection on 14 February 2018. The practice is now rated as good for providing safe services.

Safe and appropriate use of medicines

- The practice had reviewed its written procedures for the production of prescriptions and the dispensing of medicines. Dispensary staff had access to up to date versions and had read and acknowledged them.
- The practice had also reviewed its written procedure for medicine stock checks. Records showed staff checked medicines in the dispensary on a monthly basis. We found that medicines and equipment kept in the doctor's bag were in date.
- Near misses within the practice dispensary where staff had identified errors were recorded and monitored to ensure actions to improve safety were taken when appropriate. Staff reported that there had been no significant dispensing events since the previous inspection but understood the system for reporting them if they were to happen.