

# Derbyshire Health United - Ashgate Manor Primary Care Centre

## Quality Report

Ashgate Road

Chesterfield

S40 4AA

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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 desk based review on 11 April 2017 to follow up concerns we found at Ashgate Manor Primary Care Centre on 10 November 2015. Overall the service is rated as good.

Our key findings across the areas we inspected were as follows:

- There was a process in place to ensure the safe handling and security of blank prescription pads held at Ashgate Manor Primary Centre and when distributed to other locations.

**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 practice is rated as good for providing safe services.

We carried out an announced desk based review on 11 April 2017 to follow up concerns we found at Ashgate Manor Primary Care Centre on 10 November 2015. Overall the service is rated as good.

Our key findings across the areas we inspected were as follows:

- There was a process in place to ensure the safe handling and security of blank prescription pads held at Ashgate Manor Primary Centre and when distributed to other locations.

**Good**



# Derbyshire Health United - Ashgate Manor Primary Care Centre

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

## Background to Derbyshire Health United - Ashgate Manor Primary Care Centre

Derbyshire Health United (DHU), is a social enterprise and not for profit organisation that holds the contract to deliver the integrated NHS 111 and Out-of-Hours service for Derbyshire with a headquarters based in Derby. This service is commissioned by North Derbyshire Clinical Commissioning Group on behalf of the North Derbyshire, South Derbyshire, Hardwick and Erewash Clinical Commissioning Groups.

DHU provide a GP Out-of-Hours service for over one million people living in Derbyshire across 13 primary care centres including Ashgate Manor primary care centre which is based in Chesterfield. Patients access the Out-of-Hours service by telephoning the NHS 111 service, where their medical need is assessed based on the symptoms they report when they call. If patients need to be seen by a

clinician, appointments are booked directly at the most convenient primary care centre, or a home visit requested. The timing of appointments is prioritised according to patient need.

The primary care centres are located at:

Ashgate Manor, Ashgate Road, Chesterfield, Derbyshire, S40 4AA

Buxton Hospital, London Road, Derbyshire, SK17 9NJ

Derby Urgent Care Centre, Osmaston Road, Derby, E1 2GD

St Oswald's Hospital, Clifton Road, Ashbourne, Derbyshire, DE 6 1DR

Bolsover Hospital, Wellbeck Road, Bolsover, Derbyshire, S44 6DH

Chesterfield Royal Hospital, Calow, Chesterfield, Derbyshire, S44 5BL

Clay Cross Hospital, Market Street, Clay Cross, Derbyshire, S45 9NZ

Ilkeston Hospital, Heanor Road, Ilkeston, Derbyshire, DE7 8LN

Long Eaton Health Centre, Midland Street, Long Eaton, NG10 1NY

North High Peak UCC, Hyde Bank Road, New Mills, High Peak, Derbyshire, SK22 4BP

Ripley Hospital, Sandham Lane, Ripley, Derbyshire, DE5 3HE

# Detailed findings

Swadlincote Clinic, Civic Way, Swadlincote, Derbyshire, DE11 0AE

Whitworth Hospital, 330 Bakewell Road, Matlock, Derbyshire, DE4 2JD

Ashgate Manor is one of three call centres including Mallard House in Derby and Fosse House in Leicester. Ashgate Manor consists of a NHS 111 call handling centre and a primary care out of hours service both located within the same building. Calls from NHS 111 are received and assessed by non clinical health advisors and clinical advisors at either Ashgate Manor, Mallard House or Fosse House and patients who need to be seen are allocated an appointment at one of 13 primary care centres or as a home visit.

The Out-of-Hours service is available from 6pm until 8am Monday to Thursday, from 6pm Friday through to 8am Monday and on Public Holidays and is supported by a Clinical Director, Deputy Clinical Director and Director of Nursing and Quality.

## Why we carried out this inspection

We carried out a desk based 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 carrying out this desk based review, we requested information from the service to demonstrate the actions they had taken as a result of our inspection on 10 November 2015. This included:

- A copy of policies in place in relation to the security of blank prescriptions to include processes for distributing and tracking blank prescription forms/pads from Ashgate Manor to other out-of-hours locations.
- A copy of records to show evidence of how blank prescription forms/pads are recorded in/out of Buxton Hospital out-of-hours location where this concern was originally identified.
- Any other relevant supporting evidence the service wished to provide.

We then reviewed this information during a desk based review on 11 April 2017.

# Are services safe?

## Our findings

Following an announced comprehensive inspection on 10 November 2015, the service was rated as 'requires improvement' for being safe. We found that blank prescriptions were not always stored securely at all locations. There was a process in place to record distribution of blank prescriptions from Ashgate Manor to other locations however, not all locations had a process in place to control and record receipt of these prescriptions.

Following our announced desk based review, the service provided evidence of a 'medicines management code' policy which had been revised in April 2016 which included

details of the process in place for the safe handling and security of blank prescriptions. This policy also included a flowchart which included detailed guidance for staff to follow.

We were provided with documented evidence of records held at both Ashgate Manor Primary Care Centre and also Buxton Hospital out-of-hours location which showed us detailed records of blank prescription pads distributed from Ashgate Manor Primary Care Centre and recorded as received into stock at Buxton Hospital out-of-hours location. These records detailed the first and last serial number of the prescription pad/s transferred from the main stock and also recorded where these pads were distributed to and included a signature of the issuer. These records were held in line with the medicines management code.