

Lyme Regis Medical Centre

Quality Report

Uplyme Road

Lyme Regis

Dorset

DT7 3LS

Tel: 01257 445777

Website: www.lymeregismedicalcentre.nhs.uk

Date of inspection visit: 4 August 2016

Date of publication: 02/09/2016

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	Page 2
The five questions we ask and what we found	3

Detailed findings from this inspection

Background to Lyme Regis Medical Centre	4
Why we carried out this inspection	4
How we carried out this inspection	4
Detailed findings	6

Overall summary

Letter from the Chief Inspector of General Practice

We carried out a focused desk-based review of Lyme Regis Medical Centre on 4 August 2016 to assess whether the practice had made the required improvements.

We had previously carried out an announced comprehensive inspection at Lyme Regis Medical Centre on 2 February 2016 when we rated the practice as good overall. The practice was rated as requires improvement for providing safe care. We found that clinical rooms were not locked when left unattended. This presented a security risk in that blank prescription forms, and other equipment were not kept safe.

We asked the provider to send a report of the changes they would make to comply with the regulations they

were not meeting at that time. The practice was able to demonstrate that they were meeting the standards. The practice is now rated as good for providing safe care. The overall rating remains as good.

This report should be read in conjunction with the full inspection report published on 31 March 2016.

Our key finding was as follows:

- There was an open and transparent approach to safety and an effective system in place for the management of blank prescriptions and security of clinical areas.

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.

There were safe and effective systems in place:

- For the management of blank prescription forms and held in clinical areas.
- For the security of clinical areas.

Good



Lyme Regis Medical Centre

Detailed findings

Background to Lyme Regis Medical Centre

Lyme Regis Medical Centre is located in Uplyme Road, Lyme Regis, Dorset DT7 3LS. Lyme Regis is a coastal town in West Dorset popular with holiday makers. The centre is operated by VH Doctors Limited which is part of the Virgin Care organisation. Lyme Regis Medical Centre is part of NHS Dorset Clinical Commissioning Group.

The centre provides care to approximately 4,500 patients and is contracted by NHS England to provide community services to 8,500 patients in the locality under a Personal Medical Services contract. The practice is also contracted by NHS England to provide a nurse led Minor Injuries Unit open to patients registered at the practice, patients from other practices in the locality and any visitors to the area.

The practice employs four salaried GPs, three of whom are female and one is male. Together the GPs provide the equivalent of 2.3 full time GPs. Support is also provided by an advanced nurse practitioner, four practice nurses, one of whom is a non-medical prescriber, and two health care assistants. The nursing team together provide the equivalent of just over five full time members of staff. The practice is further supported by managerial, reception and administrative staff.

The community services include community nursing, health visiting, a school nurse, social worker, community mental health nurses, physiotherapists, occupational therapy, podiatry, midwifery and a Minor Injuries Unit. At this inspection we inspected the services provided by the GP practice and Minor Injuries Unit.

Lyme Regis Medical Centre is open Monday to Friday from 8am to 6.30pm. Extended hours appointments with a nurse

practitioner are available until 7.30pm on a Thursday. The nurse led Minor Injuries Unit is open between 8am and 8pm Monday to Friday and 8am to 1pm Saturday, Sunday and bank holidays (except Christmas day).

The minor injuries service treats ailments such as minor burns, cuts, splinters, foreign bodies in the eye, ear or skin. People with serious injuries or major trauma are directed to Dorchester or Exeter Hospitals.

The GPs at this practice have opted out of providing out of hours services to their patients. When the practice is closed out of hours care and treatment is provided by South West Ambulance Service and can be accessed through the NHS 111 telephone number.

We previously inspected Lyme Regis Medical Centre on 5 and 10 August 2015. Following this inspection, the practice was given a rating of requires improvement. We inspected again on 2 February 2016 to follow up on areas of concern. At this inspection the practice was given a rating of good overall. A copy of the reports detailing our findings can be found at www.cqc.org.uk/

Why we carried out this inspection

We carried out an announced comprehensive inspection at Lyme Regis Medical Centre on 5 and 10 August 2015 when we rated the practice as requires improvement overall. Specifically, the practice was rated as requires improvement for providing safe care, for providing responsive services and for being well-led, inadequate for providing effective care and good for being caring. On 2 February 2016, we carried out a further comprehensive inspection of the services under section 60 of the Health and Social Care Act 2008 to check improvements had been made to the practice when we rated the practice as good

Detailed findings

overall. Specifically, the practice was rated as good for providing responsive services, being well-led, providing effective care for being caring and requires improvement for providing safe care.

As a result of the inspection in February 2016, the provider was found to be in breach of regulations 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We found that clinical rooms were not locked when left unattended. This presented a security risk in that blank prescription forms, and other equipment were not kept safe.

We asked the provider to send a report of the changes they would make to comply with the regulations they were not meeting at that time. We have followed up to make sure that the necessary changes have been made and found the provider is now meeting the regulations included within this report. This report should be read in conjunction with the full inspection report published on the 31 March 2016.

How we carried out this inspection

We have not revisited Lyme Regis Medical Centre as part of this review because they were able to demonstrate that they were meeting the standards without the need for a visit. We carried out a focused review based on the evidence the practice provided to us.

Following the inspection in February 2016, the provider sent us evidence which demonstrated that clinical were kept secure when not in use and there was a safe system for the management of blank prescription forms.

Are services safe?

Our findings

Monitoring risks to patients

At our last inspection on 2 February 2016, we found that clinical areas were not kept secure when not in use. This meant the practice could not be reassured that blank prescription stationary and other equipment kept in clinical areas were stored securely at all times.

On 2 August 2016 the practice was able to supply evidence to demonstrate they were now complying with the regulation. The provider had assessed the risks associated with the security of clinical areas. The provider had written a standard operating procedure (SOP) which detailed how security would be maintained, including blank prescription

forms and the responsibilities of individual staff. The SOP underwent a governance review by the provider on the 27 April 2016. A copy of the SOP was submitted to the Care Quality Commission.

The SOP stated that clinical areas are kept locked when not in use to prevent unauthorised access to blank prescription stationary and other equipment. The SOP stated that blank prescription stationary used in prescription printers are removed at the end of each day and stored in a locked cabinet in the main office overnight. Keys for clinical areas are kept securely. We are informed that daily records of these actions are kept by the practice to ensure the SOP is being followed. A copy of this log was submitted to the Care Quality Commission. A member of staff also checks the process on a monthly basis as an additional safeguard.