

The Hamilton Practice

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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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 had established clear and effective working arrangements with the Clinical Commissioning Group pharmacist advisor to ensure the timely and appropriate management of prescribing information. The practice met and spoke regularly with the advisor to review information on the practices performance. Meetings were recorded as were actions arising from them and subsequently reviewed. Where patient medicines were recommended for review and where potential cost savings had been identified in the prescribing of medicines, the practice ensured appropriate action had been taken.

Good



Summary of findings

What people who use the service say

We did not speak to patients during our follow up inspection.

The Hamilton Practice

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team consisted of a Care Quality Commission inspector.

Background to The Hamilton Practice

The Hamilton Practice is located on the borders of Essex and Hertfordshire and provides services for approximately 9,500 patients living in the area. It is situated in a shared purpose built medical centre used by another GP practice of similar size and has on-site community nursing facilities. The practice benefits from a number of specialist services based within the same building, such as the health visitors, a midwifery service providing mother and baby care, physiotherapist and dietician.

Parking on site is restricted to staff and two spaces for people with disabilities. A public car park is situated opposite the practice.

The Hamilton practice is a training practice and encourages and facilitates the training of GPs. There are six partners, one salaried GP, two nurses and three health care assistants.

We looked at the practice website. It provided patients with information on a range of clinics, such as child immunisation, antenatal, child health surveillance, health promotion (anti-smoking, weight reduction, diabetes and well person checks).

The Hamilton Practice is open from 8am to 6.30pm and an early surgery is offered on a Friday from 7.30am. All patients

require appointments prior to attending. A duty doctor scheme operates where a patient can see a doctor by prior appointment made up to 48 hours in advance and also provides emergency cover throughout the day from 8am to 6.30pm. The practice does not provide an out-of-hours service to its own patients but has alternative arrangements for patients to be seen when the practice is closed.

Why we carried out this inspection

We inspected this service to check the provider's compliance with the Health and Social Care Act 2008. Our inspections are conducted under section 60 of the Health and Social Care Act 2008 as part of our regulatory functions.

This 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.

We carried out a follow up inspection of The Hamilton Practice. The purpose of the inspection was to check the practice had addressed a regulatory breach identified during their last comprehensive inspection conducted on 14 October 2014.

How we carried out this inspection

During our visit we spoke with the practice manager and the GP lead for medicines management and reviewed documentation.

Are services safe?

Our findings

Medicines management

The Care Quality Commission's inspection conducted on 14 October 2014, found the practice had not reviewed and addressed issues highlighted by the Clinical Commissioning Group (CCG) pharmacy advisor. There was also an absence of documentation to demonstrate effective prescribing and monitoring of patient medicines. In response to this, the GP medicines management lead and practice management had met with the Clinical Commissioning Group pharmacy advisor and revised their working practices. They agreed clear and effective working arrangements involving the advisor regularly attending monthly practice meetings to present their report findings. Where patient medicines were recommended for review and/or where potential cost savings had been identified in the prescribing of medicines actions were assigned to individual clinicians and reviewed

at subsequent meetings. The practice was considering introducing checks on clinical records to provide an additional assurance that actions taken had been timely and appropriate. The GP lead told us the involvement of the CCG pharmacy advisor had been welcomed by both clinicians and the practice management team and they believed it had enhanced their understanding of the importance of safe and effective management of medicines.

The practice maintained a folder with all prescribing data and information, clinical audits and meeting minutes to enable staff to review as required. The practice manager told us that staff used it as a reference tool. The practice acknowledged the challenges involved in ensuring findings from clinical audits were actioned and clinical audit cycles completed to ensure learning. In response, the practice were scheduling clinical audit review dates into clinician's calendars and discussing forthcoming commitments during meetings.