

# Central Hove Surgery

## Quality Report

Central Hove Surgery  
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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

The practice was rated good overall and is now rated good for providing safe services.

We carried out an announced comprehensive inspection of this practice on 22 March 2016. Breaches of legal requirements were found during that inspection within the safe domain. After the comprehensive inspection, the practice sent us an action plan detailing what they would do to meet the legal requirements. We conducted a focused inspection on 14 July 2016 to check that the provider had followed their action plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements.

During our previous inspection on 22 March 2016 we found the following areas where the practice must improve:-

- Put arrangements in place to ensure the safe use of medicines.

Our previous report also highlighted areas where the practice should improve:

- Undertake a formal, written risk assessment regarding the decision not to have a defibrillator on the practice premises.
- Develop an ongoing audit programme that demonstrates continuous improvements to patient care in a range of clinical areas. Ensure there are at least two cycles of a clinical audit.

- Ensure that higher levels of exception reporting for the quality and outcomes framework are kept under review.
- Hold regular meetings with the patient reference group and ensure feedback is sought on practice specific issues.
- Undertake pre-employment health checks for all new staff.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

During this inspection we found:

- The practice had invested in new vaccine fridges and there was an updated cold chain policy which was adhered to.
- The practice had updated their prescription security protocol to include the security of prescriptions. There was a register of prescription ordering and distribution which included serial numbers of prescriptions issued.

We also found in relation to the areas where the practice should improve:

- The practice had taken the decision to have a defibrillator on the practice premises and this was in place.

# Summary of findings

- The practice had an active audit culture in place and had conducted a two cycle audit since our initial inspection.
- The practice provided us with minutes of meetings during which discussion relating to reducing exception reporting had taken place.
- The practice had introduced a protocol of undertaking pre-employment health checks for all new staff.

**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 now rated Good for delivering Safe services

At our last inspection, we found that the practice did not have effective arrangements in

place for the safe management of medicines.

At this inspection, we found that medicines in fridges were stored within the safe temperature range and prescriptions were securely stored.

**Good**



# Central Hove Surgery

## Detailed findings

### Our inspection team

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

The inspection was led by a CQC inspector. We did not speak with any stakeholders or patients during this inspection.

### Why we carried out this inspection

We carried out a comprehensive inspection of this service under Section 60 of the Health and Social Care Act 2008 on

22 March 2016 as part of our regulatory functions. This inspection was planned to check whether the provider was 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.

Breaches of legal requirements were found. As a result, we undertook a focused inspection on 14 July 2016 to follow up on whether action had been taken to deal with the breaches.

# Are services safe?

## Our findings

### Overview of safety systems and processes

At our previous inspection, we found that the practice did not monitor the temperatures of fridges sufficiently to ensure medicines held in the fridge had not been compromised by a break in the cold chain. At this inspection, the practice had invested in two new vaccine fridges and an updated cold chain policy was in place. Fridge temperatures were recorded daily and records showed that medicines were being stored at the correct temperature. This meant the practice could ensure medicines stored in the fridge had not been compromised.

At our previous inspection we found that the practice did not manage the security of prescriptions in line with national guidance. We saw that the protocol had been put in to practice and that records were kept of the serial numbers and the date issued to prescribers. We also saw that blank prescriptions for use in printers were now stored securely. The practice kept a daily log of prescription security checks to ensure the policy was correctly adhered to.