

# York Street Medical 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

## Contents

### Summary of this inspection

Overall summary	2
The five questions we ask and what we found	3

### Detailed findings from this inspection

Our inspection team	4
Background to York Street Medical Practice	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 an announced comprehensive inspection at York Street Medical Practice on 18 October 2016. At this time we noted that systems and processes were not established to ensure the effective monitoring of uncollected prescriptions being held in the reception area prior to destruction. Furthermore, there was no system in place to ensure that medical oxygen was in date and accessible to all members of staff within the practice.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements.

The overall rating for the practice is good. You can read our previous report by selecting the 'all reports' link for on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

### 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?

At the last inspection on 18 October 2016 we found that:

- There was scope to improve the arrangements in place for managing uncollected prescriptions held at the surgery prior to their destruction. We found that uncollected prescriptions were held at the practice for a period of time before being destroyed by support staff without clinical oversight from a GP. This meant that there was no system in place to ensure that potentially vulnerable patients were receiving their medication as prescribed.
- The medical oxygen held on site had passed its expiry date of November 2015. The oxygen cylinder was not easily accessible to staff as it was difficult to lift. This had led to it not being regularly checked.

Our focused inspection on 24 January 2017 found that:

- The practice had implemented a clear policy to ensure that GPs authorised the destruction of uncollected prescriptions. A system had been implemented to ensure that an audit trail was in place and that vulnerable patients were contacted to arrange collection.
- Two new smaller oxygen cylinders had been delivered to the practice. This meant that medical oxygen was more accessible on both floors of the practice, and that staff could easily move the cylinders to make visual checks of expiration dates and the level of oxygen remaining.

This report should be read in conjunction with the full inspection report from 10 November 2016.

Good



# York Street Medical Practice

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

This desk based review was completed by a CQC lead inspector.

## Background to York Street Medical Practice

York Street Medical Practice is a purpose built practice situated in Cambridge, Cambridgeshire. The practice provides services for approximately 9800 patients. It holds a General Medical Services contract with Cambridgeshire and Peterborough Clinical Commissioning Group.

According to information taken from Public Health England, the practice population has a higher percentage of patients aged between 20 and 44 years old when compared to the practice average across England. The practice is situated in a central urban area with a low level of deprivation and a large transient population of students and visiting academics, and has a 10% patient turnover each year.

The clinical team consists of six GP partners, a salaried GP, three practice nurses, a healthcare assistant and a phlebotomist. They are supported by a business partner, a deputy practice manager, and a team of multiskilled staff with administration, reception and secretarial duties. The practice works alongside co-located teams of health visitors, district nurses and midwives.

York Street Medical Practice is a training practice and supports trainee GPs (qualified doctors who are undertaking further training to become GPs). The practice has up to two trainee GPs working at any one time. The

practice also supports the education of Foundation Year 2 doctors (qualified doctors who undertake a four month placement in the practice to gain experience of primary care). The practice also teaches medical students.

The practice is open from Monday to Friday. It offers GP appointments from 8.30am to 11.20pm and 3.30pm to 5.50pm daily. Nursing appointments are available from 8.30am to 12.40pm and 3.30pm to 5.50pm daily. Extended hours appointments are available between 7.30am and 8am on Monday mornings, and between 6.25pm and 7.15pm on Monday and Tuesday evenings. Out of hours care is provided by Urgent Care Cambridge via the NHS 111 service.

## Why we carried out this inspection

As a result of the last inspection on 18 October 2016 we had concerns and issued a requirement notice in respect of safe care and treatment. This was because the practice had not ensured that effective processes were in place to monitor uncollected prescriptions being held in the reception area before they were destroyed. Furthermore, there was no system in place to ensure that medical oxygen was in date and accessible to all members of staff within the practice.

## How we carried out this inspection

We spoke with the practice manager and reviewed the information received from the practice.

We have not revisited York Street Medical Practice as part of this review because the practice were able to demonstrate they were meeting the standards without the need for a visit.

# Detailed findings

We carried out a desk-based review on 24 January 2017.

# Are services safe?

## Our findings

We found improvements were needed in relation to safe care and treatment at our last inspection on 18 October 2016.

- There was scope to improve the arrangements in place for managing uncollected prescriptions held at the surgery prior to their destruction. We found that uncollected prescriptions were held at the practice for a period of time before being destroyed by support staff without clinical oversight from a GP. This meant that there was no system in place to ensure that potentially vulnerable patients were receiving their medication as prescribed.

- The medical oxygen held on site had passed its expiry date of November 2015. The oxygen cylinder was not easily accessible to staff as it was difficult to lift. This had led to it not being regularly checked.

Our focused inspection on 24 January 2017 found that:

- The practice had implemented a clear policy to ensure that GPs authorised the destruction of uncollected prescriptions. A system had been implemented to ensure that an audit trail was in place and that vulnerable patients were contacted to arrange collection.
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