

Dr Zaw Thike

Quality Report

The Surgery,
Folkestone,
Kent
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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 comprehensive inspection at Dr Zaw Thike on 5 April 2016. Breaches of the legal requirements were found. Following the comprehensive inspection the practice wrote to us to tell us what they would do to meet the legal requirements in relation to the breaches.

We undertook this desk based follow up inspection on 5 September 2016, to check that the practice had followed

their plan and to confirm that they now met the legal requirements. We reviewed written and photographic information sent to us by the practice that told us how the breaches identified during the comprehensive inspection had been addressed. This report should be read in conjunction with the full inspection report dated 5 April 2016. A copy of the last inspection report can be found on our website 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 our previous comprehensive inspection on 5 April 2016 the practice had been rated as requires improvement for providing safe services.

- The practice had been unable to demonstrate that there was a consistent approach to recording the temperatures of fridges during times of staff absence.
- The practice had been unable to demonstrate there was a systematic approach to reporting, recording and monitoring near misses in the dispensary. A near miss is a dispensing error that is detected before the patient or patient's representative is handed the dispensed prescription.

For our desk based follow-up inspection on 5 September 2016, the practice provided records and information to demonstrate that the requirements had been met.

- The practice had revised the procedures for cold storage of medicines and was able to demonstrate there was a consistent approach to checking fridge temperatures.
- The practice had revised dispensing errors systems and was able to demonstrate there was a systematic approach to reporting, recording and monitoring near misses.

Good



Dr Zaw Thike

Detailed findings

Our inspection team

Our inspection team was led by:

The desk based inspection was completed by a CQC Assistant Inspector.

Background to Dr Zaw Thike

Dr Zaw Thike (also known as The Surgery Lyminge and Hawkinge Surgery) is a sole practitioner whose practice serves the local area in Lyminge and Hawkinge, Folkestone.

There are approximately 2600 patients on the practice list. The practice has more patients aged over 64 years and fewer patients aged 14 and under than national averages. There are significantly more patients (75%) with a long standing health condition, compared to the national average (60%). A wide range of services are offered by the practice including diabetes clinics, weight management and child immunisations.

Dr Zaw Thike is able to provide dispensary services to those patients on the practice list who live more than one mile (1.6km) from their nearest pharmacy premises. The GPs, nurses and dispensers are supported by a practice manager and a team of administration and reception staff. The practice is open from 8am to 6.30pm. Morning appointments begin at 8.30am and finish at 11.10am. Afternoon appointments commence at 3.10pm and conclude at 5.30pm. The nurse offers extended hours appointments every Thursday from 5.30pm to 6.30pm.

Services are delivered from the main site at: The Surgery, Church Road, Lyminge, Folkestone, Kent, CT18 8HY. And branch site The Hawkinge Surgery, 99 Canterbury Road, Hawkinge, Folkestone, Kent, CT18 7BS.

We did not visit either of the premises this inspection was desk based.

Why we carried out this inspection

We undertook a desk based inspection of Dr Zaw Thike on 5 September 2016. This inspection was carried out to check that improvements had been made to meet the legal requirements planned by the practice, following our comprehensive inspection of 5 April 2016. We inspected this practice against one of the five questions we ask about services; is the service safe? This is because the service was not meeting some of the legal requirements in relation to this question.

How we carried out this inspection

Before carrying out the desk based inspection, we reviewed written information sent to us by the practice that told us how the breaches identified during the comprehensive inspection had been addressed. For example, the practice sent us copies of the fridge temperature recording log, the dispensing errors protocol and the dispensing errors log.

Are services safe?

Our findings

Overview of safety systems and processes

There was now an effective system for reporting, recording and monitoring near miss dispensing errors.

- The practice had revised written guidance for staff to follow to help them identify what constituted as a prescribing error, including near misses. The guidance laid out the process the practice followed when recording, reporting and monitoring near miss dispensing errors.
- We reviewed the dispensing errors log and saw evidence that near miss dispensing errors were recorded and regularly discussed.

Monitoring risks to patients

There was now a consistent approach to checking fridge temperatures during staff absence.

- The practice has revised written guidance for staff which includes a staff rota for checking fridge temperatures and a procedure to ensure that fridge temperatures are still checked when a member of staff is staff absent.
- The practice provided copies of logs showing the recording of fridge temperatures. Records showed that fridge temperatures had been consistently checked and recorded at both the Lyminge and Hawkinge sites.