

Campingland Surgery

Quality Report

The Campingland 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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Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

We found that improvements had been made. All prescriptions were reviewed and signed by a GP before they were given to the patient. The dispensary was only accessible to authorised staff. Processes were in place to check medicines in GPs' bags were in date. Controlled drugs had been removed from most GPs' bags and were due to be removed from all GP's bags by 31 July 2015. Written procedures relating to medicine management were in the process of being updated with the changes that had been implemented. This work was due to be completed by 31 July 2015. The provider confirmed on 3 August 2015 that this work had now been completed.

Good



Campingland Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

The inspection team was led by a CQC medicines management inspector and a CQC inspector.

Background to Campingland Surgery

Campingland Surgery, in the West Norfolk clinical commissioning group (CCG) area, provides a range of primary medical services to approximately 6700 registered patients living in Swaffham and the surrounding villages. According to Public Health England information, the patient population has a slightly lower than average number of patients under 18 compared to the practice average across England. It has a significantly higher proportion of patients aged over 65 and a slightly higher than average number of patients aged over 85 compared to the practice average across England. Income deprivation affecting children and older people is slightly lower than the practice average across England.

There are six GP partners, three male and three female, who hold financial and managerial responsibility for the practice and one salaried GP. There are four practice nurses and a health care assistant. There are also receptionists, administration staff, cleaning staff and a practice manager. There is a dispensary at the practice, led by a dispensary manager, with five dispensing staff members. The practice is a training practice for medical students and qualified doctors who are training to be GPs.

The practice provides a range of clinics and services, which are detailed in this report, and operates between the hours

of 8.15am and 6.30pm, Monday to Friday. Outside of practice opening hours a service is provided by another health care provider (Medicom) via patients dialing the NHS 111 service.

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 12 January 2015, 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.

A breach of legal requirements was found. Patients were not protected against the risks associated with the management of medicines because the provider did not have appropriate arrangements in place for the dispensing of medicines.

As a result we undertook a focused inspection on 21 July 2015 to follow up on whether action had been taken to deal with the breach.

How we carried out this inspection

Before our inspection, we reviewed information we had received from the service. We carried out an unannounced visit on 21 July 2015. During our visit we spoke with staff including a GP, a member of dispensary staff and the practice manager.

Are services safe?

Our findings

All prescriptions were reviewed and signed by a GP before they were given to the patient.

The practice had improved the security arrangements for the dispensary to ensure medicines stored there were only accessible to authorised staff.

Processes were in place to check medicines held in GPs' bags were within their expiry date and suitable for use. All the medicines we checked were within their expiry dates. The practice had taken steps to remove controlled drugs from GPs' bags so that additional records about controlled drugs were no longer needed. Controlled drugs are

medicines that require extra checks and special storage arrangements because of their potential for misuse. We noted this had not yet been completed, however, the practice manager informed us that this action would be finalised by 31 July 2015.

The practice had taken steps to review its written procedures about medicine management to reflect the actions it had taken. The practice manager informed us that the review would be completed by 31 July 2015.

The practice informed us on 3 August 2015 that the removal of controlled drugs from all GPs' bags had been undertaken and the review of written procedures which related to medicine management had been completed.