

Elsenham Surgery

Quality Report

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Date of inspection visit: 12 July 2016
Date of publication: 04/08/2016

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

On 12th November 2015, we carried out a comprehensive inspection at Elsenham Surgery. Overall the practice was rated as good, with requires improvement for safe services. This was because we found that the practice did not have a controlled medicines register for the GP's bag, the cabinets where controlled medicines were stored were not compliant with the storage requirements for controlled medicines and we were not satisfied that medicines in the dispensary were only accessible to authorised staff.

In relation to this, the practice was issued with a requirement notice for improvement. We also made advisory comments that entries in the controlled medicines record should be made in ink rather than pencil.

After this inspection the practice sent us an action plan that identified how they would achieve the

improvements and the date when they would be completed. We then carried out an announced focused inspection at Elsenham Surgery on 12th July 2016 to check that the necessary improvements had been made.

Our key findings across all the areas we inspected were as follows:

- There was a controlled medicines register in the GP's bag;
- The cabinet where controlled medicines were stored was compliant with storage requirements for controlled medicines;
- Steps had been taken to improve security and access so that medicines were only available to authorised staff;
- Entries in the controlled medicines register were made in ink rather than pencil.

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 rated as good for providing safe services.

- There was an effective system in place for reporting and recording significant events, and lessons were shared to make sure action was taken to improve safety in the practice.
- The practice had clearly defined and embedded systems, processes and practices in place to keep people safe and safeguarded from abuse.
- Risks to patients were assessed and well managed.
- Medicines were stored securely and only accessible to authorised persons.
- There were arrangements in place for the accurate recording of medicines.

Good



Summary of findings

What people who use the service say

We did not need to speak to patients as part of this focused inspection as the provider sent us evidence that reflected they had made the necessary improvements since our last inspection.

Elsenham Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

A lead CQC inspector.

Background to Elsenham Surgery

Elsenham Surgery is situated in Elsenham, Essex. It provides GP services to approximately 5450 patients living in Elsenham, Stansted Mountfichet, Bishops Stortford and surrounding villages.

Elsenham Surgery is one of 38 practices commissioned by the West Essex Clinical Commissioning Group. The practice holds a General Medical Services contract (GMS) with the NHS. This contract outlines the core responsibilities of the practice in meeting the needs of its patients through the services it provides.

The practice population has a slightly higher number of children aged 0 to 18 years than the England average, as well as a marginally increased number of patients aged 40 to 49 years. Economic deprivation levels affecting children and older people are much lower than England average, as are unemployment levels. The life expectancies of men and women are higher than national averages. There are more patients on the practice's list that have long standing health conditions and there are more patients with a caring responsibility than the England average. A majority of this data relates to the year 2013/2014.

The practice is governed by a partnership of three partners, two of which are male GPs and one a female GP. The partners are supported by a female salaried GP, two

practice nurses and a health care assistant. Administrative support consists of a part-time practice manager, a part-time deputy practice manager as well as a number of reception and administrative staff.

Elsenham surgery is a dispensing practice. The dispensary is open from 8:30am to 6:30pm Mondays to Fridays and dispenses medicines to patients who live more than one mile from a chemist. There are four dispensers who work at the dispensary.

Elsenham Surgery is a training practice. There are two Registrars at the practice. A Registrar is a qualified doctor who is training to become a GP through a period of working and training in a practice.

The practice is open between 8:30am and 6:30pm every weekday. Morning appointments are from 9am to 12:30pm Monday to Thursday, with appointments being offered from 8:30am on a Friday. Afternoon surgery times are from 3pm until 5:50pm. On a Saturday, GP care is provided by a hub of GP practices across the locality either in Great Dunmow or Saffron Walden. This is for pre-bookable appointments with a GP or nurse. It is open from 8am until 2pm.

The practice has opted out of providing 'out of hours' services which is now provided by Partnership of East London Co-operatives (PELC), another healthcare provider.

Patients can also contact the NHS 111 service to obtain medical advice if necessary.

Detailed findings

Why we carried out this inspection

We inspected this service as a follow up inspection to check 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.

How we carried out this inspection

Before visiting, we reviewed the action plan sent to us by the provider. We then carried out an announced visit on 11 July 2016. During our visit we:

- Spoke with the practice manager and the dispensary manager;

- Reviewed records including a risk assessment and an action plan.

We revisited the following questions:

- Is it safe?
- Is it effective?
- Is it well-led

We also looked at how the improvements made had impacted on the population groups as follows;

- Older people
- People with long-term conditions
- Families, children and young people
- Working age people (including those recently retired and students)
- People whose circumstances may make them vulnerable
- People experiencing poor mental health (including people with dementia)

Are services safe?

Our findings

Medicines Management

At our last inspection of 30 November 2015, we found that medicines in the dispensary were not stored securely. We were not assured that these were only accessible to authorised members of staff. However, at our most recent inspection, we found that this was no longer the case.

Security at the dispensary had been improved: bars had been fitted on the windows and there were key pad locks on all of the doors. Furthermore, a robust risk assessment had been implemented, which ensured that visitors to the premises were appropriately supervised during the course of their visit.

There were suitable arrangements in place for the storage and recording of controlled medicines. At our last inspection, we found that the cabinet used for controlled medicines was not compliant with storage requirements and some entries in the controlled medicines register were in pen rather than ink. Also, there was no register for controlled medicines held in the GP's bag. This was no longer the case. A suitable cabinet was now being used and there was a register for the GP's bag. Entries in the register were all made in ink.