

# Spring Street Surgery

## 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

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## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of this practice on 18 November 2014. Breaches of legal requirements were found during that inspection within the safe domain. After the comprehensive inspection, the practice sent an action plan detailing what they would do to meet the legal requirements in relation to the following:

- Ensure there are clear arrangements in place for the management of out of date medicines.

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

- Ensure that patient information is clearly displayed for requesting chaperones

We undertook this focused inspection on 10 August 2015 to check that the provider had implemented their action plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements.

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)

Our key findings across the areas we inspected for this focused inspection were as follows:-

- All medicines reviewed were in date and the practice had clear protocols to check medicines were within their expiry date and suitable for use.
- Out of date medicines were disposed of in accordance with legislation requirements.
- Chaperone posters were present in the patients waiting area and in the GP surgeries.

**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 some systems and processes to address risks were not always implemented well enough to ensure patients were kept safe. For example, some medicines were found to be past their expiry date and some controlled drugs had not been disposed of in accordance with legislation.

At this inspection we found that all medicines we reviewed were within their expiry dates. There was a clear policy and detailed information recording of the medicines held at the practice and their expiry dates. We saw evidence that controlled drugs which were past their expiry date had been disposed of in line with legislation. We noted that the practice had recently made the decision to discontinue stocking controlled drugs.

**Good**





# Summary of findings

## What people who use the service say

We did not speak with people who use the service during this focused inspection.



# Spring Street Surgery

## Detailed findings

### Our inspection team

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

Our inspection team was led by a CQC Lead Inspector.

### 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

18 November 2014 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 10 August 2015 to follow up on whether action had been taken to deal with the breaches.



# Are services safe?

## Our findings

### Medicines Management

At our previous inspection we found that not there was no system or policy in place for the recording of medicines received into the practice apart from the invoices used to order the medicines. All the medicines we checked were within their expiry dates apart from one which had expired on 6 November 2014. We also found that some controlled medicines that had passed their expiry date had not yet been disposed of (Controlled drugs are medicines that require extra checks and special storage arrangements because of their potential for misuse). We were shown evidence that the practice had contacted the appropriate agency to arrange destruction of the controlled drugs.

At this inspection we found that the practice now had a clear policy on recording the medicines held at the practice

and ensuring they were kept within their expiry dates. All medicines received within the practice were recorded as to where they were stored. The practice had a dedicated member of staff whose role it was to check all medicines held at the practice were within their expiry dates. All medicines we reviewed were within their expiry dates. We noted there was a record of medicines held within a secure drugs cupboard and within the doctors' bags. This included the expiry dates of all drugs. GPs were required to replenish any medicines through this member of staff so that they could keep a clear record of each medicine. We saw evidence that controlled drugs which were past their expiry date had been disposed of in line with legislation. The practice was able to show us the destruction record of the controlled drugs. The practice had made the decision to discontinue stocking controlled drugs.