

Joshi Na

Quality Report

Village Surgery
Silksworth Health Centre
Silksworth
Sunderland, SR3 2AN

Tel: 0191 5212282

Website: www.villagesurgerysilksworth.nhs.net

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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

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 inspection of this practice on 15 September 2015 during which a breach of a legal requirement set out in the Health and Social Care Act (HSCA) 2008 was found:

- Regulation 12 HSCA 2008 (Regulated Activities) Regulations 2014: Safe care and treatment

Care and treatment was not being provided in a safe way for service users through the proper and safe management of medicines. Specifically, the arrangements for storing and recording controlled drugs needed reviewing and strengthening to comply with schedule 2 of the Misuse of Drugs (Safe Custody) regulations 1973

On the 19 April 2016 we commenced a focussed inspection to check that the provider had taken action to

address this issue and that they now complied with legal requirements. This report only covers our findings in relation to this requirement. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Dr NA Joshi on our website at www.cqc.org.uk.

Our key findings were as follows:

- The practice had addressed the issue identified during the previous inspection and had ensured that care and treatment was provided in a safe way for service users through the proper and safe management of medicines for the purposes of carrying on the regulated activity.

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.

Action had been taken to address the concerns raised during our previous inspection in September 2015. Following the inspection the provider had taken the decision not to hold controlled drugs. They had made the necessary arrangements for a registered person to dispose of any controlled drugs on site and appropriate records had been maintained of this.

Good



Summary of findings

What people who use the service say

We did not speak with any patients during this focused inspection

Joshi Na

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC pharmacist inspector carried out this focused inspection.

Background to Joshi Na

The practice is located within Silksworth Health Centre in a residential area of Sunderland, south of the River Wear. The practice provides care and treatment to 4,014 patients from the Middle Herington, Tunstall, Hillview, Thornhill, Ryhope, East Herrington, Grangetown, Thorney Close, Farringdon, Silksworth, Leechmere and High Barnes areas of Sunderland. It is part of the NHS Sunderland Clinical Commissioning Group (CCG) and operates on a Personal Medical Services (PMS) contract.

The practice provides services from the following address, which we visited during this inspection:

Village Surgery, Silksworth Health Centre, Silksworth, Sunderland, SR3 2AN.

The practice is located in a purpose built building which it shares with another GP practice, a chiropodist and community based healthcare staff including health visitors, district nurses and the community midwife. All communal areas, waiting areas and consultation rooms are fully accessible for patients with mobility issues. Car parking facilities, including disabled car parking spaces and lockable bike storage are available on site.

The practice is open between 8.00am to 6.00pm on a Monday, Tuesday and Friday and from 7.00am to 6.00pm on a Wednesday and Thursday. The practice is also part of Sunderland's West Locality Extended Hours Access Scheme meaning that their patients are able to access emergency

out of hour's appointments at Grindon Lane primary care centre between 6pm and 8pm weekdays and between 8.30am and 10.30am on a Saturday. The practice is also a member of the Sunderland GP Alliance. This is a federation of 40 GP practices representing approximately 85% of Sunderland's patient population working collaboratively to achieve better health outcomes for the people of Sunderland.

The service for patients requiring urgent medical attention out-of-hours is provided by the NHS 111 service and Northern Doctors Urgent Care Limited.

Village Surgery offer a range of services and clinic appointments including chronic disease management clinics, antenatal clinics, baby clinics, well woman/well man clinics, travel vaccinations and childhood immunisations. The practice consists of:

- Two GP partners (both male)
- Two practice nurse (female)
- One nurse practitioner (female)
- Two health care assistants (who also provide administration and secretarial duties)
- A practice manager (who is also a partner in the practice)
- Four administrative/secretarial staff

The practice also employs a female locum GP for one session per week. This gave patients the ability to choose to see a doctor of a particular gender if preferred.

The practice is a teaching and training practice and provides training to third and fourth year medical students as well as GP trainees.

The area in which the practice is located is in the fifth most deprived decile. In general people living in more deprived areas tend to have greater need for health services.

Detailed findings

The practice's age distribution profile showed a lower percentage of patients aged 45 and over than the national average.

Why we carried out this inspection

We undertook a focused review inspection of Dr NA Joshi, Village Surgery on 19 April 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 15 September 2015 had been

made. The review inspection focused on one of the five questions we ask about services; is the service safe? This is because the service was not meeting a legal requirement in this domain when we inspected on 15 September 2015.

How we carried out this inspection

We carried out an announced inspection on 19 April 2016. We spoke with staff from the practice who were involved with or had responsibility for the management of medicines. We also looked at records the practice maintained in relation to the provision of services.

Are services safe?

Our findings

Medicines Management

When we inspected the practice in September 2015 we identified an area of concern in relation to the proper and safe management of medicines:

- The practice held stocks of controlled drugs and had in place standard procedures that set out how they were managed. However, the arrangements for storing and recording controlled drugs needed to be reviewed and strengthened to comply with schedule 2 of the Misuse of Drugs (Safe Custody) Regulations 1973.

Following the inspection in September 2015 the practice took the decision to no longer hold controlled drugs on site. During this inspection on 19 April 2016 we saw that the medicines the practice held for emergency use had been reviewed and controlled drugs were no longer kept. We also saw records to show that controlled drugs which were kept by the practice at our last inspection had been disposed of by a registered person and that appropriate records were made of this.