

Manor Farm Medical Centre

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

Are services safe?	Good 
Are services effective?	
Are services caring?	
Are services responsive to people's needs?	
Are services well-led?	

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 20 November 2014. A breach of legal requirements was found. After the comprehensive

inspection, the practice wrote to us to say what they would do to meet legal requirements in relation to ensuring robust processes were in place for the

dispensing and management of medicines. The practice did not have appropriate arrangements in place for managing medicines. The practice held stocks

of controlled drugs (medicines that require extra checks and special storage arrangements because of their potential for misuse) and had in place standard

procedures that set out how they were managed. However these procedures were not consistently followed by the practice staff. The practice made information available to us. We undertook a desk top inspection to check that they had followed their 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 for on our website at 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 the last inspection on 2 February 2015 we had one concern because we found appropriate recruitment checks were not being carried out prior to staff being employed.

On 4 January 2016 we received evidence from the provider that appropriate action had been taken. The necessary recruitment checks were in place. We have seen the new recruitment policy and although no new staff have been recruited the policy is robust.

Good



Are services effective?

Are services caring?

Are services responsive to people's needs?

Are services well-led?

Summary of findings

Manor Farm Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC compliance inspector.

How we carried out this inspection

We reviewed information given to us by the practice.

We have not visited Manor Farm surgery as part of this review.

Why we carried out this inspection

As a result of the last inspection in February 2015 we had one minor concern and made a requirement action. This was made because we found appropriate recruitment checks were not being carried out prior to staff being employed.

Are services safe?

Our findings

At the last inspection on 2 February 2015 we had one concern because we found appropriate recruitment checks were not being carried out prior to staff being employed.

On 4 January 2016 we received evidence from the provider that appropriate action had been taken. The necessary recruitment checks were in place. We have seen the new recruitment policy and although no new staff have been recruited the policy is robust.

We have examined other areas where we suggested the provider make improvements such as modifying the procedure for staff when they dealt with dispensing errors and ensuring that all staff files contained up to date information and checks. We have been provided evidence that all these policies and procedures have been updated and are robust.

Are services effective?

(for example, treatment is effective)

Our findings

Are services caring?

Our findings

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Are services well-led?

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

Our findings

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

This section is primarily information for the provider

Enforcement actions

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.