

The Moat House Surgery

Inspection 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 location

Good



Are services safe?

Requires improvement



Overall summary

This practice is rated as good overall. (August 2017 – Good. December 2017 – requires improvement for providing safe services)

The key questions are rated as:

Are services safe? – Requires improvement

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Good

We carried out an unannounced focused inspection at The Moat House Surgery on 14 December 2017. This inspection was carried out to follow up concerns that had been received to CQC regarding prescribing processes. We rated the practice as requires improvement for the provision of safe services because breaches of regulation were identified

This inspection was an unannounced focused inspection carried out on 17 July 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 14 December 2017. This report covers our findings in relation to those requirements.

Overall the practice remains rated as good. However, we found the practice continues to require improvement for the provision of safe services.

At this inspection we found:

- The practice had started a process to review and update all policies and protocols.
- The practice had systems and processes to monitor the prescribing of medicines, including for high risk and controlled drugs. However, these were not always implemented and operating effectively.
- Staff had received training regarding policy changes made relating to repeat prescribing, high risk medicines and controlled drugs.
- Staff told us they felt morale had improved at the practice and they were supported by management.

The areas where the provider **must** make improvements as they are in breach of regulations:

- Ensure care and treatment is provided in a safe way to patients.

Professor Steve Field CBE FRCP FFPH FRCGP Chief Inspector of General Practice

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a CQC medicines inspector and a second CQC inspector.

Background to The Moat House Surgery

The Moat House Surgery is based within a purpose-built property in East Surrey. The practice provides general medical services to approximately 11,400 patients. Services are provided from Worsted Green, Merstham, Surrey, RH1 3PN.

The practice has four GP partners and four salaried GPs (three male and five female). They are supported by one nurse practitioner, one nurse prescriber, three practice nurses, one healthcare assistant, a phlebotomist, a practice manager, a patient services manager, IT & data quality manager and a team of clerical and reception staff.

The practice has a slightly higher than average number of patients from birth to 14 years and over 85 years, there is a slightly lower than average number of patients aged 20 to 30 years and 70 to 84 years old. The practice also has a higher than average number of patients with long standing health conditions. The practice is located in an area that is considered to be in the fourth least deprived area nationally, however the practice area includes one of three recognised areas of deprivation in Reigate and Banstead and has a higher than average number of children and older people affected by income deprivation.

The practice is open between 8am and 6.30pm Monday to Friday. Extended hours appointments are offered 7.30am to 8am Monday to Thursday, 6.30pm to 7pm Thursday evenings and Saturday morning from 8.30am to 10:30am. When the practice is closed patients are advised to call NHS 111 where they will be given advice or directed to the most appropriate service for their medical needs.

Appointments can be booked over the telephone, online or in person at the surgery. Patients are provided information on how to access an out of hour's service by calling the surgery or viewing the practice website www.themoathousesurgery.co.uk.

The practice offers services for its patients including; asthma clinics, child immunisation clinics, chronic disease management, smoking cessation, health checks and travel vaccines and advice.

The Moat House Surgery is registered with the CQC to provide the regulated activities; Treatment of disease, disorder or injury; Diagnostic and screening procedures; Maternity and midwifery services; Family planning and Surgical Procedures.

Are services safe?

At our previous inspection on 14 December 2017, we rated the practice as requires improvement for providing safe services as:

- The provider had not ensured that policies and protocols, including those relating to medicines, contain up to date information and reflect current practice to mitigate any risk.
- The provider had not ensured the proper and safe management of medicines by having effective systems in place to manage prescribing of high risk medicines.

We found that although arrangements had improvements when we undertook this follow up inspection on 17 July 2018, further improvements were still required.

Appropriate and safe use of medicines

- Since our last inspection the practice had acted as a result of our concerns, including that they conducted staff training regarding policy changes made relating to repeat prescribing, high risk medicines and controlled drugs.

- The practice had started a process to review and improve all policies and protocols, including those relating to medicines, to contain up to date information and reflect current practice to mitigate any risk. We found this process was not yet complete.
- The practice had initiated systems and processes for the clinical oversight and monitoring of patients prescribed high risk medicine and controlled drugs. However, they did not always demonstrate that these activities were effectively implemented, including that actions were taken and lessons were learned and shared as a result.
- Since our inspection the practice took immediate action and sent us evidence that they have now created or updated some of the policies and protocols that we had concerns about.

Please refer to the Evidence Tables for further information.

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 the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met: The registered persons had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment. In particular: Systems for the appropriate and safe handling of medicines were not always reliable or operating effectively. Specifically, the provider has not ensured systems and processes to monitor the prescribing of medicines, including for high risk and controlled drugs, ensure actions were taken and lessons were learned and shared as a result. The provider had not ensured that policies and protocols, including those relating to medicines, contain up to date information and reflect current practice to mitigate any risk.</p>