

Giffard Drive Surgery

Quality Report

68 Giffard Drive

Cove

Farnborough

Hampshire

GU14 8QB

Tel: 01252 541282

Website: www.giffarddrivesurgery.co.uk

Date of inspection visit: 5 September 2016

Date of publication: 12/10/2016

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

Contents

Summary of this inspection

	Page
Overall summary	2
The five questions we ask and what we found	3

Detailed findings from this inspection

Our inspection team	4
Background to Giffard Drive Surgery	4
Why we carried out this inspection	4
How we carried out this inspection	4
Detailed findings	5

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Giffard Drive Surgery on 1 October 2014. Breaches of the legal requirements were found, in that:

They did not correctly follow their controlled drug policy, ensuring that there was a safe system in place to manage controlled drugs.

As a result, care and treatment was not always provided in a safe way for patients. Therefore, a Requirement Notice was served in relation to the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010: Regulation 13 – Management of medicines.

Following the comprehensive inspection, the practice wrote to us to tell us what they would do to meet the legal requirements in relation to the breach and how they would comply with the legal requirements, as set out in the Requirement Notice.

We undertook this desk based inspection on 5 September 2016, to check that the practice had followed their plan and now met the 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 Giffard Drive Surgery 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?

The practice is rated as good for providing safe services

- Following our inspection of 1 October 2014 we found that the system for the management of controlled drugs was not effective or safe.
- At this inspection we found that the practice no longer stocked controlled drugs.

Good



Giffard Drive Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

This desk based inspection was completed by a CQC Assistant Inspector.

Background to Giffard Drive Surgery

Giffard Drive Surgery is based at 68 Giffard Drive, Cove, Farnborough, Hampshire, GU14 8QB and is a general practice surgery. The practice provides a service to approximately 8400 NHS patients. The practice has a high number of Nepalese patients and has proactively worked to ensure these patients received an effective and responsive service.

The practice has both male and female GPs to enable patients to see a GP of their choice. The practice consists of four GP partners who are supported by further doctors. The GP team are supported by practice nurses and Health Care Assistants. There is also a practice manager, an office manager and a team of reception and administrative staff.

The practice is open between 8:30am and 6:30pm on Monday – Friday and patient appointments are available between 8:30am and 6:30pm. The practice offers extended opening times on alternate Thursday evenings until 7pm

and on alternate Saturday mornings between 8:30 and 12:15 pm. Outside normal surgery hour's patients were able to access urgent care from an alternative Out-of-Hours service. Information about the Out-of-Hours service is available on the practice website.

Why we carried out this inspection

We undertook a desk based inspection of Giffard Drive Surgery on 5 September 2016. This inspection was carried out to check that improvements had been made to meet the legal requirements, following our comprehensive inspection on 1 October 2014.

We inspected this practice against one of the five questions we ask providers; is this service safe. This was because the service was not meeting some of the legal requirements in relation to this question.

How we carried out this inspection

Before carrying out the desk based inspection, we reviewed information sent to us by the practice that told us how the breaches identified during the comprehensive inspection on 1 October 2014 been addressed. For example, photographic and documentary evidence.

Are services safe?

Our findings

We inspected this provider on 1 October 2014 and found that the practice had the correct equipment, training and emergency drugs to manage a medical emergency safely. However, they did not correctly follow their controlled drug policy, ensuring that there was a safe system to manage controlled drugs.

During the desk based inspection carried out on 5 September 2016 the practice produced evidence that the management of controlled drugs was no longer a concern as they no longer held a stock of these types of medicines.

The practice advised that following a partners meeting they had formally decided not to stock controlled drugs. They informed us that as the practice was near to 3 pharmacies, if controlled drugs were required by patients, they could be accessed from one of these.