

Atrium Health 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

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 at Atrium Health Centre on 30 August 2016. The overall rating for the practice was good. The full comprehensive report on the August 2016 inspection can be found by selecting the 'all reports' link for Atrium Health centre on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 15 February 2017 to assess the dispensary service. This report covers our findings in relation to our inspection on the 15 February 2017.

Overall the practice remains rated as good.

Our key findings were as follows:

- In relation to the dispensary risks to patients were assessed and well managed.
- Blank prescription forms and pads were securely stored at the branch practice and there were systems in place to monitor their use.
- Systems were in place to deal with any medicines alerts or recalls, and records were kept of any actions taken in the dispensary.

However, there were areas of practice where the provider should make improvement:

- Ensure the dispensary systems are in place, such as risk assessment of security of medicines and a full audit trail and DBS check processes completed for the delivery service.

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 provider is rated as good for providing safe services.

- There were safe systems in place for managing medicines in the dispensary.
- Blank prescription forms and pads were securely stored at the branch practice and there were systems in place to monitor their use.
- Systems were in place to deal with any medicines alerts or recalls, and records were kept of any actions taken in the dispensary.
- Risks to patients who used dispensary services were assessed and generally well-managed.

Good



Atrium Health Centre

Detailed findings

Our inspection team

Our inspection team was led by:

The inspection team consisted of an inspector from the CQC medicines team.

Background to Atrium Health Centre

Atrium Health Centre is situated in the town of Dorchester, Dorset. The practice has a Personal Medical Services (PMS) contract with NHS England and is part of NHS Dorset clinical commissioning group (CCG).

The practice population is approximately 7,780 patients. The deprivation decile rating for this area is eight (with one being the most deprived and ten being the least deprived). This meant that this area is relatively affluent compared to the national average. The 2011 census data showed that 98% of the local population identified themselves as being white British. The practice is a teaching practice and had medical students at the practice.

The practice has a team of four GPs partners and a salaried GP, three of whom are female and two are male. Some work part time and some full time. The whole time equivalent for the GPs employed is four. Partners hold managerial and financial responsibility for running the business. The team are supported by a practice business manager, a practice manager, a nurse prescriber, four practice nurses, three health care assistants, dispensary and additional administration staff.

Patients using the practice also have access to the CADAS (community alcohol drug advisory service) community nurses, and mental health teams who are based in the

same building as the practice. Other health care professionals visit the practice on a regular basis. The practice had a branch site which also contained a dispensary service for patients. The practice offered dispensing services to those patients on the practice list who lived more than one mile from their nearest pharmacy.

The practice is open between 8am and 6.30pm Monday to Friday. Appointments are offered anytime within these hours. Extended hours surgeries for routine appointments are offered every other Saturday morning between 8.30am and 12 noon. Outside of these times patients are directed to contact the out of hour's service by using the NHS 111 number. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

The practice provides regulated activities from a main location and a branch location. The main location is situated at The Atrium, 7 Weymouth Avenue, Dorchester, Dorset DT1 1QR.

The branch location is located at Crossways Surgery, Old Farm Way, Crossways, Dorset DT2 8TU. We only visited the branch location during this inspection.

Why we carried out this inspection

We had previously undertaken a comprehensive inspection of Atrium Health Centre on 30 August 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good. The full comprehensive report following the inspection on August 2016 can be found by selecting the 'all reports' link for Atrium Health Centre on our website at www.cqc.org.uk.

Detailed findings

This inspection was an announced focused inspection of the dispensary at the Crossways branch surgery site of Atrium Health Centre on 15 February 2017. We carried out this inspection in response to some concerns that had been raised to us.

- Spoke with a range of staff including dispensing staff, the dispensary manager and practice manager.
- Visited the dispensary at the Crossways branch site of Atrium Health Centre.
- Reviewed dispensary records and systems.

How we carried out this inspection

We carried out an announced focused inspection of Atrium Health Centre on 15 February 2017. During our visit we:

Are services safe?

Our findings

At our previous inspection on 30 August 2016, we rated the practice as good for providing safe services. We carried out this focussed inspection on 15 February 2017 to assess the dispensary service.

Overview of safety systems and process

There was a named GP responsible for the dispensary and all members of staff involved in dispensing medicines had received appropriate training, or were fully supervised in trainee roles. The practice had signed up to the Dispensing Services Quality Scheme (DSQS), which rewards practices for providing high quality services to patients of their dispensary.

Dispensary staff showed us standard procedures which covered all aspects of the dispensing process (these are written instructions about how to safely dispense medicines). Systems were in place to ensure prescriptions were signed before the medicines were dispensed and handed out to patients. A second dispensing check was performed to check the accuracy of the dispensing process for all medicines.

We looked at the security of medicines in the dispensary. There have been changes recently to the security and access to the dispensary. However, we found that some dispensed medicines and waste medicines were accessible to non-dispensary staff at times. This meant that the practice did not demonstrate unauthorised access to medicines was prevented.

The dispensary staff offered weekly blister packs for patients who needed this type of support to take their medicines and we saw that the process for packing and checking these was safe. Staff knew how to identify medicines that were not suitable for these packs.

Blank prescription forms and pads were securely stored at the branch practice and there were systems in place to monitor their use.

Systems were in place to deal with any medicines alerts or recalls, and records were kept of any actions taken in the dispensary.

Records showed fridge temperature checks were carried out which ensured medicines were stored at the appropriate temperature and staff were aware of the procedure to follow in the event of a fridge failure.

The practice held stocks of controlled drugs (medicines that require extra checks and special storage because of their potential misuse) and had procedures in place to manage them safely. For example, controlled drugs were stored in a controlled drugs cupboard, access to them was restricted and the keys were held securely. There were arrangements in place for the destruction of controlled drugs. Staff were aware of how to raise concerns with the controlled drugs accountable officer in their area. Some previous issues which had been reported had been dealt with appropriately and closed after investigations had been completed.

The practice had arranged a medicines delivery service to some patients in their own homes, and had recently drawn up a standard operating procedure for this volunteer-run service. The practice kept records of medicines taken for delivery. However, the process lacked assurance that they all had been delivered. We were told that the volunteers had undergone disclosure and service barring (DBS) checks, apart from one who was in the process of being checked. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable).