

Cutlers Hill Surgery

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



Are services well-led?

Good



Summary of this inspection

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Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

Arrangements for medicines management were good. We found the practice had made improvements to ensure that medicines were stored safely and securely. A system was in place to manage and monitor prescription forms. Checking procedures had improved for controlled drugs, medicines carried in the GPs' bags and the emergency medicines stored at the practice. All dispensary errors were reported to the GP partners and practice manager.

Improvements had been made to staffing and the systems of working to ensure that patient requests for repeat prescriptions were processed within 48 hours.

Good



Are services well-led?

Governance arrangements in the dispensary service were good.

The practice had improved governance systems for the dispensary service in several ways. This included designated leadership time for the GP prescribing lead and attendance at monthly partners meetings by the dispensary manager. Dispensary errors were considered as significant events so that the management team were involved in supporting any learning outcomes and quality improvements.

The staffing levels and structure had been reviewed to support a more effective service. Monthly departmental meetings had been established to improve communication within the team. All dispensary staff had received an annual appraisal although competency based checks for staff were still being developed.

The practice had completed a review of their home delivery service indicating a high level of satisfaction from patients. However, risk assessments for the medicine collection points to ensure the safe and secure storage of medicines still required completion.

Good



Summary of findings

What people who use the service say

We did not speak with patients during this follow up inspection.

Cutlers Hill Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Inspector and a GP Specialist Advisor.

Background to Cutlers Hill Surgery

Cutlers Hill Surgery serves approximately 10330 patients living in the rural Suffolk town of Halesworth and the surrounding villages. The service dispenses medicines to 40 % of its registered patients because they live in excess of one mile of a pharmacy.

At the time of our inspection there were eight GP partners at the practice, some of whom worked on a part time basis. There were three female doctors. The practice is an accredited training practice for a maximum of two trainee GPs and visiting medical students.

The practice employs a full time nurse practitioner and seven practice nurses some of whom worked part time hours. A dispensary manager leads a team of nine dispensary staff many of whom work part time. The practice manager was supported by a part time assistant, a reception manager and a total of 17 reception and administration staff.

The practice is open from 8.30am to 6pm weekdays with extended hours available Monday to Thursday until 7pm. A short Saturday morning surgery is available once a month from 8.30- 11.30 am.

The practice does not provide an out-of-hours service to its own patients but has alternative arrangements for patients to be seen when the practice is closed.

Why we carried out this inspection

We inspected this service to check the provider's compliance with the Health and Social Care Act 2008. Our inspections are conducted under section 60 of the Health and Social Care Act 2008 as part of our regulatory functions.

This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

We carried out a follow up inspection of the Cutler's Hill Surgery. The purpose of the inspection was to check the practice had addressed a regulatory breach identified during their last comprehensive inspection conducted on 6 October 2014.

How we carried out this inspection

During our visit we spoke with the practice manager, the GP lead for medicines management, dispensary staff and the dispensary manager. We also reviewed documentation.

Are services safe?

Our findings

Medicines management

The Care Quality Commission's inspection conducted on 9 October 2014, found the practice did not have sufficient arrangements in place for the safe storage of medicines and blank prescription forms. Checks of controlled drugs were not completed frequently enough. Serious errors made in the dispensary were not reported to the practice manager or lead GP so that they could be treated as significant events. Patients experienced delays in receiving their repeat prescriptions. In response, the practice sent us a detailed plan of the actions they would take.

We found the practice had made improvements to the security of the dispensary. Only appropriate members of staff could access this area. When other staff, such as the cleaner, accessed the dispensary an authorised member of staff was always present.

A system was in place to manage and monitor blank prescription forms. These were stored securely when the practice was closed and when a GP or the nurse prescriber were not seeing patients.

Stocks of controlled drugs were checked on a weekly basis and staff shared the responsibility for completing these checks. A member of the dispensary team had been given responsibility for checking the GP bags on a regular basis. The checks ensured that the medicines they carried were in date and that the use of controlled drugs was accurately recorded.

The emergency bag for the use of practice staff in a medical emergency had been moved to an accessible and secure area of the practice. All staff were familiar with its location.

Following investigation by the dispensary manager, all dispensary errors were shared with the GP partners and practice manager. This ensured that they were considered as significant events and the management team could support learning and improvements.

The practice had improved the staffing in the dispensary since the previous inspection. This included the employment of two part time staff and a receptionist for the dispensary desk. An audit had been completed in March 2015 to check the turnaround times for repeat prescriptions. This demonstrated significant improvement in processing repeat prescriptions which were ready for patients to collect within 48 hours.

Are services well-led?

Good 

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

Our findings

Governance Arrangements

The Care Quality Commissions inspection conducted on 9 October 2014, found the practice did not have a clear governance structure within the dispensary to monitor the quality and safety of the service on an on-going basis. An appraisal system for dispensary staff did not include any checks of staff competence.

Following investigation by the dispensary manager, all dispensary errors were shared with the GP partners and practice manager. This ensured that they were considered as significant events and the management team could support learning and improvements.

We found the staffing in the dispensary had improved since the previous inspection. This included the employment of a designated receptionist for the dispensary desk who dealt with all patient queries relating to medicines. Staff told us the changes were effective and fewer errors had occurred as a result. They also confirmed that monthly departmental meetings had been established to improve communication within the team.

We found that all dispensary staff had received an annual appraisal within the last six months. The practice manager had recently completed a training needs analysis for the

team. This would help inform the development of competency based checks for staff. The practice manager assured us this work would be completed in the next few weeks.

The practice had improved governance systems for the dispensary service in several ways. The GP with lead responsibility for prescribing had protected time to review quality issues in the dispensary. For example we found that they met with the dispensary manager each month, attended the CCG prescribing leads group and led regular prescribing audit cycles. The dispensary manager also attended monthly partners meetings and minutes we reviewed supported this. Staff had also reviewed the structure of medicines stocks to help improve staff efficiency and reduce the risk of them picking up incorrect boxes of medicines.

The practice had completed a review of their home delivery service where medicines were delivered to three designated collection points in more rural areas. Patients had been contacted to check that they had received the correct medicines in a suitable condition. All the feedback they received was positive. However, we found that there had not been any risk assessments completed for the collection point locations to ensure the safe and secure storage of medicines. The practice manager agreed to complete this and made telephone contact with two of the locations during the inspection.