

Spinney 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



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 April 2016 . 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 medicines management .

We undertook this focused 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

Overall we found that the provider had taken sufficient action to address the breach in regulation.

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?

Overall we found that sufficient action had been taken to address the shortfalls identified in medicines management at our previous inspection and the provider was now compliant with the regulations.

Good



Summary of findings

Areas for improvement

Action the service **SHOULD** take to improve

- The practice should record near miss dispensing errors so that trends of these errors can be identified and monitored.

Spinney Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Medicines Inspector.

Are services safe?

Our findings

At this inspection our pharmacist inspector checked that the practice had made improvements following our inspection in April 2015 when we identified shortfalls in the way the practice was managing medicines.

The practice had employed a qualified dispenser and all dispensers engaged in dispensing had attained a suitable qualification to ensure the dispensing of medicines was always carried out by a qualified member of staff. Members of dispensary staff had been assessed as competent and had attended training events. The practice manager told us that the practice was developing a programme of ongoing quality assurance of the dispensing service.

The practice had improved security arrangements to ensure prescription pads were tracked through the practice and only accessible to authorised staff. Records were in place that showed medicines held in the dispensary were checked for expiry and were suitable for use. The practice had also put in place recorded audits for controlled drugs (medicines that require extra checks and special storage arrangements because of their potential for misuse), however, we noted that further improvement was needed to ensure the checks were comprehensive. Improved processes were in place to highlight and evaluate dispensing errors, taking action where necessary to prevent them, however near-miss dispensing errors had so far not been recorded so trends of these errors could not be identified and monitored.