

# Edington 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 a comprehensive inspection on 12 November 2014. As part of the inspection we visited both the Edington Surgery, also known as the Polden Medical Practice and the branch surgery in Woolavington.

Overall the services are rated as good. This is because we found both practices to be good for providing an effective, caring, responsive and well-led service. They were also good for providing services for all of the population groups. The practice required improvement for providing safe services. This was because the practice did not manage blank hand written prescription forms in accordance with national guidance as these were not tracked through the practice or kept securely at all times

Following the comprehensive inspection in November 2014, the provider sent an action plan detailing the steps they would take to meet the breaches in regulations.

During this focussed inspection we found the provider had taken appropriate action in respect of the

management and security of blank hand written prescription forms. The safe domain is now rated as safe, with the overall practice being rated as good for all domains and population groups.

This report covers our findings in relation to the requirements and should be read in conjunction with the report published in April 2015. This can be done by selecting the 'all reports' link for Edington Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

At this inspection we found:

- All prescriptions including hand written prescriptions were stored securely.
- The practice had implemented a new policy and procedure for the receipt, storage, distribution and usage of prescriptions forms.
- The practice had implemented a system to track prescription pads in order to account for prescriptions issued to the practice and to individual prescribers.

**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?

When we inspected in November 2014 we found the practice was rated as requires improvement for providing safe services. This was because blank hand written prescription forms were not handled in accordance with national guidance as these were not tracked through the practice or kept securely at all times.

During the desk based inspection undertaken in November 2016 we found the provider had improved systems to keep patients safe. These changes included:

- The introduction of a policy and procedure. This informed staff who was accountable for the receipt, storage and allocation of prescription pads to those staff who were authorised as prescribers.
- Prescription pads were kept in a locked cupboard in an area that was not accessible to members of the public or patients.
- Prescriptions were issued to those staff who were authorised to prescribe each morning. The practice recorded where all prescriptions were located throughout the day. The practice collected all blank prescriptions from allocated printers and staff who were authorised as individual prescribers at the end of each day and placed them back in the locked cupboard. Accountable staff members recorded this information in the 'allocated or moved prescriptions' log.
- Prescriptions placed in printers were kept in rooms that were locked when not in use.
- The practice undertook a weekly audit to ensure that the prescriptions were being received, tracked, allocated and used safely.

We found the practice had made significant improvement since our last inspection on 12 November 2014. Following this desk based Inspection we have rated the practice as good for providing safe services.

Good



# Edington Surgery

## Detailed findings

### Background to Edington Surgery

The Polden Medical Practice comprises of two surgeries. The main surgery is in Quarry Ground in Edington and there is a branch surgery at Woolavington.

The Edington surgery is in Broadway, Edington, Bridgwater, Somerset, TA7 9HA.

The Woolavington branch surgery is in Road, Woolavington, Somerset, TA7 8ED.

The Edington surgery is set over one floor and has level access. It has an on-site dispensary with separate access to the reception area.

The Woolavington surgery is set over one floor with a passenger lift to the upper level of the building. It is fully accessible with wide corridors, disabled toilet and baby changing facilities.

There is an on-site dispensary.

The practice is open between 8am and 6.30pm Monday to Friday. Appointments are available throughout the day between these times. Extended hours appointments are offered between 8.30am and 12.30 every Saturday at Edington surgery or the Woolavington branch surgery on alternate weeks. Out of hours, patients are directed to Somerset out of hours service and 111 service.

The practice held a General Medical Services contract and enhanced service specifications with the NHS England local area team. Enhanced services were in addition to the usual services available from a GP, such as, services for those with poor mental health, such as dementia and frail older patients with end of life care needs.

The practice patient list was just over 8,600 patients. Most of the patients registered with the practice were of working age however most of the work carried out by the GPs was with older patients, over 65 years of age. The percentage of patients over 65 years was higher than the Somerset Clinical Commissioning Group average and above the average for England.

There were four GP partners and two salaried GPs who worked part time. The practice employed a practice manager and administrative support staff along with nurses, healthcare assistants and dispensing staff. The practice was involved in the training of GPs.

### Why we carried out this inspection

We carried out this inspection at Edington House Surgery on 21 November 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, and to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014. We reviewed documentation we had requested from the provider in order to check on the progress of actions taken following the comprehensive inspection we completed in November 2014.

We inspected the practice, in part, against one of the five questions we ask about services, specifically is the practice safe. This is because the service had previously not met some regulatory requirements. At our previous inspection in November 2014 the effective, caring, responsive and well

# Detailed findings

led domains were rated as good. Therefore, these domains were not re inspected at this inspection. As all five domains were not inspected we were not able to rate the patient population groups as part of this inspection.

## How we carried out this inspection

We undertook a focused desk based inspection of Edington Surgery on 21 November 2016.

This was carried out to check that the practice had completed the actions they told us they would take to comply with the regulations we found had been breached during an inspection in November 2014.

To complete this desk top inspection we:

- Reviewed the providers action plan
- Spoke to the registered Manager
- Reviewed records relevant to the safe storage and tracking of hand written prescriptions. This included an updated policy and procedure, minutes from partners meetings and log books that evidenced the safe receipt, allocation, movement and destruction of hand written prescriptions.

Because this was a focused follow up inspection we looked at one of the five key questions we always ask:

- Is it safe?

# Are services safe?

## Our findings

When we inspected in November 2014 we found the practice did not have suitable systems in place to always provide safe services. For example:

- Blank hand written prescriptions were not handled in accordance with national guidance as these were not tracked through the practice or kept securely at all times.

Following publication of our report in April 2015 of the inspection, the practice told us in their action plan of the changes they would complete and implement.

When we completed this desk based inspection 21 November 2016 we found:

- Records to evidence specific staff members were now responsible and accountable for the receipt, storage, allocation and movement of all prescriptions, including hand written prescriptions.
- Records to evidence that hand written prescriptions were being removed from printers and collected from

individual prescribers at the end of each work day. These were then logged and locked in a cupboard that was not accessible to members of the public or patients. Specific staff were now responsible for reallocating the same prescriptions back to prescribers the following morning.

- Prescriptions placed in printers were kept in rooms that GPs were able to lock when they were not present.
- Records to evidence the practice were tracking the movement and location of all prescriptions throughout the day and systems to check logs every day to ensure all prescriptions were accounted for.
- Records to evidence the practice were completing weekly audits to ensure the system continued to work effectively.

We found the practice had made significant improvement since our last inspection on 12 November 2014. Following this desk based Inspection we rated the practice as good for providing