

South Meadow 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

In March 2015, we found concerns related to the management of medicines and infection control during a comprehensive inspection of South Meadow Surgery, in Eton, Berkshire. The previous inspection in March 2015 had found two breaches of the regulations relating to the safe delivery of services.

We carried out a follow up inspection of South Meadow Surgery (which included Dedworth Medical Centre) on 16 June 2016 to ensure these changes had been implemented. We found the practice was meeting the requirements of the regulations.

Following these improvements the ratings for the practice have been updated to reflect our findings.

Specifically the practice was:

- Operating safe systems in relation to management of medicines. This included appropriate arrangements in place for storing controlled drugs.
- Ensuring infection control systems were sufficient to protect patients, staff and visitors.

There was an area of practice where the provider should continue to make improvements:

- Ensure the system for blank prescription distribution is in line with current national guidance.

We have changed the rating for this practice to reflect these changes.

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 was rated as requires improvement for providing safe services following the inspection by Care Quality Commission in March 2015. The practice was re-rated as part of the June 2016 follow up inspection.

Our inspection in March 2015 identified a concern relating to the management of medicines. We also identified concerns relating to infection control at the branch site (Dedworth medical centre in Windsor, Berkshire). During the inspection in June 2016 we saw the concerns had been addressed and improvements made:

- South meadow surgery had reviewed protocols and risks associated with medicines management. These included ensuring controlled drugs were stored in line with national guidance.
- The practice was operating safe systems in relation to infection control.
- The system for monitoring the security of blank prescriptions required improvement to ensure this followed current guidelines.

Good



Summary of findings

Areas for improvement

Action the service SHOULD take to improve

Ensure the system for blank prescription distribution is in line with current national guidance

South Meadow Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team included two CQC inspectors

Why we carried out this inspection

We undertook a focussed follow up inspection on 16 June 2016 to follow up the concerns identified at the comprehensive inspection undertaken in March 2015.

The focused inspection of this service was carried out under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was undertaken to ensure the provider has made the necessary improvements and is meeting the legal requirements in relation to the regulations associated with the Health and Social Care Act 2008.

The focused inspection also enabled us to update the ratings for the practice.

This report should be read in conjunction with the full inspection report.

How we carried out this inspection

Before visiting on 16 June 2016 the practice confirmed they had taken the actions identified at the previous inspection.

We met with the practice manager and two of the GP Partners. We reviewed information given to us by the practice, including infection control and medicines management policies. During our visit we undertook observations of the environment including observations of the security of controlled drugs.

This follow up inspection included visits to both locations.

Are services safe?

Our findings

Medicines management

In March 2015, we found the safety systems and processes were not robust in the security of blank prescriptions, specifically prescription pads were not stored securely. We also found that controlled drugs were not stored in line with national guidelines. We visited in June 2016 to review these processes and ensure improvements had been made.

- Following the last inspection medicines that required additional controls because of their potential for abuse (controlled drugs) were now stored appropriately. Staff completed controlled drug record books in line with legislation. We saw records of controlled drug destruction witnessed by an external person. Following a risk assessment controlled drugs were no longer held at the Dedworth site.
- Blank prescription stationery was stored securely upon delivery to the practice and was only accessible to

practice staff, in accordance with current guidelines. Although staff completed a log which detailed what prescriptions were received by the practice. However, we noted the practice had not recorded when, where, to whom or the serial numbers of computer prescription forms distributed within the practice.

Cleanliness and infection control

In March 2015, we found the cleaning of the Dedworth medical centre was inconsistent. For example, we saw some areas within one of the treatment rooms was not meeting appropriate standards of cleanliness.. We found a cleaning schedule was in place, however there was no monitoring system to ensure all aspects of the premises of surgery were being cleaned.

In June 2016, the practice was operating safe systems in relation to infection control. We saw four consultation rooms and a treatment room all of which were clean and regular cleaning audits were completed to ensure a high standard of cleanliness.