

Dr Claire-Louise Hatton

Quality Report

Lowdham Medical Centre
Francklin Road
Lowdham
Nottinghamshire
NG14 7BG

Tel: 0115 9663633

Website: www.thejubileepractice.co.uk

Date of inspection visit: 7 September 2017

Date of publication: 11/10/2017

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

Contents

Summary of this inspection

Overall summary	2
The five questions we ask and what we found	3

Detailed findings from this inspection

Our inspection team	4
Background to Dr Claire-Louise Hatton	4
Why we carried out this inspection	4
How we carried out this inspection	4
Detailed findings	6

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Dr Claire-Louise Hatton on 2 August 2016. The overall rating for the practice was good; however, the provider was rated as requires improvement for providing safe services as the arrangements to ensure the proper and safe management of medicines within the practice were not adequate. The full comprehensive report on the August 2016 inspection can be found by selecting the 'all reports' link for Dr Claire-Louise Hatton on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 9 September 2017. This was to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 2 August 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice remains rated as good. The rating for the safe domain is now good.

Our key findings were as follows:

- There was a system in place to ensure stocks of medicines were within their expiry date.
- Storage arrangements for controlled drugs (medicine that require extra checks and special storage because of their potential for misuse) had been improved.
- Security of the premises had been strengthened and steps taken to ensure only authorised individuals could access medicines.
- The storage and security of blank prescription forms had been improved.
- Processes were in place to ensure medicines were stored within the correct temperature range and staff were aware of the importance of maintaining this.

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?

- There was a system in place to ensure stocks of medicines were within their expiry date.
- Storage arrangements for controlled drugs (medicines that require extra checks and special storage because of their potential for misuse) were more secure.
- Processes were in place to ensure medicines were stored within the correct temperature range and staff were aware of the importance of maintaining this.
- Security of the premises had been strengthened and steps taken to ensure only authorised individuals could access medicines.
- The storage and security of blank prescription forms had been improved.
- Staff in the dispensary had easy access to a current copy of the British National Formulary handbook.

Good



Dr Claire-Louise Hatton

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector. The team included a second CQC inspector and a member of the CQC medicines team.

Background to Dr Claire-Louise Hatton

Dr Claire-Louise Hatton provides primary medical services to approximately 2300 patients through a general medical services contract (GMS).

The practice is located in purpose built premises in the village of Lowdham on the outskirts of Nottingham. A GP surgery has operated from the locality since the 1940s. The practice is co-located with another GP practice. The practice was able to offer dispensing services to those patients on the practice list who lived more than one mile (1.6km) from their nearest pharmacy.

The level of deprivation within the practice population is significantly below the national average with the practice population falling into the least deprived decile. Income deprivation affecting children and older people is significantly below the national average. The practice serves above average levels of older patients.

The clinical team comprises one GP partner, one salaried GP, one long-term locum GP (all female), a practice nurse and a healthcare assistant. The practice is a teaching practice for medical students accommodating first, second, fourth and final year student placements.

Support for the clinical team is provided by a practice manager and a team of reception and administrative staff. The practice also employs a lead dispenser and a dispenser.

The practice opens from 8.30am to 6.30pm on Monday, Tuesday, Wednesday and Friday. The practice opens from 8.30am to 12.30pm on Thursdays. Surgery times are variable but morning surgery generally runs from 8.50am to 10.50am each morning and from 3.20pm to 5.10pm.

The practice has opted out of providing out-of-hours services to its own patients. This service is provided by NEMS and is accessed via 111.

Why we carried out this inspection

We undertook a comprehensive inspection of Dr Claire-Louise Hatton on 2 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 2 August 2016 can be found by selecting the 'all reports' link for Dr Claire-Louise Hatton on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Dr Claire-Louise Hatton on 7 September 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

Detailed findings

How we carried out this inspection

We carried out a focused inspection of 9 September 2017. During our visit we:

- Spoke with the GP and a member of staff from the dispensary.
- Reviewed records and documents in relation to the management of medicines.

Carried out observations and checks in the dispensary.

Are services safe?

Our findings

At our previous inspection on 2 August 2016, we rated the practice as requires improvement for providing safe services as the arrangements to ensure the proper and safe management of medicines within the practice needed to be strengthened.

The specific areas where the provider needed to make improvements were;

- The identification and disposal of expired medicines.
- The safe storage of controlled drugs in line with legislation.
- General security of the dispensary including secure windows and limiting the personnel who could access the dispensary.

There were also areas where we suggested improvements could be made;

- Improving the management and security of blank prescriptions in line with guidance.
- The storage of medicines in the dispensary below 25 degree centigrade.

Arrangements had significantly improved when we undertook a follow up inspection on 7 September 2017. The practice is now rated as good providing safe services.

Medicines management

- There was a system in place to check expiry dates of medicines and we saw that this was being operated effectively. We checked a sample of medicines and found these were within their expiry date.
- Controlled drugs (medicines that require extra checks and special storage because of their potential for misuse) were stored securely and the keys were only accessible to authorised individuals within the practice. During our previous inspection, we had identified issues with the controlled drugs storage; the practice had liaised with Nottinghamshire Police to confirm the storage of their controlled drugs in line with legislation.
- We observed that security of the premises had been strengthened and all possible precautions taken to ensure medicines were only accessible to authorised individuals.
- The procedure for ensuring the security of blank prescription forms had been improved. We saw that blank prescription forms and pads were securely stored and there were systems in place to monitor their use.
- We saw that the temperature of the area in which medicines were stored was routinely monitored and staff described the action that would be taken if the temperature deviated from the recommended range. Staff were able to articulate the actions they would take in the event of an elevated temperature, including seeking assurances from the manufacturers that medicines remained suitable for use.