

Severnbank 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 Severnbank Surgery on 19 January 2016. We found that the practice had breached a regulation relating to the safe delivery of services.

The practice required improvement for the provision of safe services to ensure that the risks associated with checking, maintaining and safely storing emergency equipment and medicines had been appropriately assessed. Overall the practice was rated as good.

Following the inspection the provider sent us an action plan detailing how they would improve the emergency equipment and medicine management systems ensuring they reflect national guidelines.

We carried out a desktop review of Severnbank Surgery on 24 June 2016 to ensure these changes had been implemented and that the service was meeting the regulations previously breached. For this reason we have only rated the location for the key question to which this related. This report should be read in conjunction with the full inspection report from 19 January 2016. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Severnbank Surgery on our website at www.cqc.org.uk.

We found the practice had made improvements since our last inspection on 19 January 2016 and they were meeting the regulations that had previously been breached.

Specifically the practice was operating safe systems in relation to emergency equipment and controlled medicines management. This included:

- The practice reviewed systems for checking and storing emergency medicines and equipment and had implemented new processes. The practice had replaced all the equipment previously noted to have been missing or out of date.
- The practice implemented a robust and consistent system for signing out dispensed controlled medicines. This was reflected by a policy amendment and discussed at a practice meeting.

We have changed the rating for this practice to reflect these changes. The practice is now rated good for the provision of safe, effective, caring, responsive and well led services.

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 in January 2016 and was re-rated as part of this inspection.

Our last inspection in January 2016 identified a concern relating to the management of emergency equipment and medicines. During the inspection in June 2016 we saw the concerns had been addressed and reflected national guidelines:

- The practice reviewed systems for checking and storing emergency medicines and equipment and had implemented new processes. The practice had replaced all the equipment previously noted to have been missing or out of date.
- The practice implemented a robust and consistent system for signing out dispensed controlled medicines. This was reflected by a policy amendment and discussed at a practice meeting.

Good



Severnbank Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

This desktop exercise was undertaken by a CQC inspector.

Why we carried out this inspection

We undertook an announced focused desktop inspection of Severnbank surgery on 24 June 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 19 January 2016 had been made. We asked the provider to send a report of the changes they would make to comply with the regulation

they were not meeting. We inspected the practice against one of the five questions we ask about services: is the service safe, to make sure the necessary changes have been made. We found the provider was now meeting the fundamental standards included within this report.

How we carried out this inspection

We did not revisit Severnbank Surgery as part of this review because the practice was able to demonstrate compliance without the need for an inspection. We reviewed information given to us by the practice, including photographic evidence of in date paediatric defibrillator pads and adrenalin, a controlled medicines policy, minutes of a practice meeting discussing the improvements, emergency equipment checking logs and emergency medicines checking logs.

Are services safe?

Our findings

Medicines management

When we visited the practice on the 19 January 2016 we found that the practice had failed to establish and operate an effective system to check, manage and mitigate the risks associated with the emergency equipment and medicines. We noted that the paediatric defibrillator pads were one month out of date, adrenalin was missing from the emergency medicines, the practice could not locate the log to evidence that the emergency equipment and medicines were checked in line with national guidelines. We also found a controlled drug had been dispensed but not signed out. This was found to have breached regulation 12, safe care and treatment, of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Following publication of our report of the inspection the practice submitted an action plan and implemented a controlled medicines policy. The following improvements have been made:

- A meeting occurred between the practice and locality pharmacist and a controlled medicines policy had been implemented and discussed at a practice meeting. Medicines processes were reviewed resulting in the practice utilising NHS procurement forms to order controlled drugs. The vaccines fridge had been relocated into a locked room and the practice had purchased a keypad locked box to securely store the controlled medicines keys.
- The practice kept a copy of the emergency equipment and medicines logs electronically in addition to the manual copies stored next to the emergency equipment. The practice submitted copies of the logs used to check the emergency medicines and the emergency equipment after the inspection.
- The practice purchased paediatric defibrillator pads and adrenalin and placed them in the emergency equipment kit.

All of the above actions had ensured that Severnbank surgery was operating with safe systems in place.