

Dr O S Singh & Partners

Quality Report

Lordswood Community Healthy Living Centre
Sultan Road
Lordswood
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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 focused inspection at Dr O S Singh & Partners on the 22 September 2015. Overall the practice is rated as good.

Specifically, we found the practice to be good for providing safe services.

Our key findings across all the areas we inspected were as follows:

- The practice had safe systems and processes to manage medicines, including arrangements for the safe storage of vaccines.
- The practice had implemented a system to undertake regular checks of the emergency medicines and medical equipment kept in the practice.
- There was a system and procedures for the security of prescription pads and blank computerised prescription forms used in the practice.

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?

At our previous comprehensive inspection on the 27 November 2014 the practice had been rated as requires improvement for providing safe services. The practice had been unable to demonstrate that they met the requirements in relation to the management of medicines. The refrigerator used for the storage of vaccines had been over-stocked and the back-up refrigerator was not in use and we found some medicines and medical equipment that had exceeded their expiry dates. The practice did not have a system to monitor the security of prescription pads and blank prescription forms kept in the computer printers.

At our focused follow-up inspection on the 22 September 2015, the practice provided records and information to demonstrate that the requirements had been met. This included a system to help ensure medicines and medical equipment did not exceed their expiry dates, and a procedure had been implemented to help maintain and monitor the security of prescription pads and blank computerised forms. An additional refrigerator had been purchased to accommodate the storage of vaccines held in the practice.

Good



Dr O S Singh & Partners

Detailed findings

Our inspection team

Our inspection team was led by:

The inspection was undertaken by a lead CQC inspector.

Background to Dr O S Singh & Partners

Dr O S Singh & Partners provides medical care Monday to Friday from 8.30am to 6pm each week day and operates extended opening hours until 8pm on Monday evenings. The practice is situated in the Lordswood area of Chatham in Kent and provides a service to approximately 8,000 patients in the locality.

Routine health care and clinical services are offered at the practice, led and provided by the GPs and nursing team. There are a range of patient population groups that use the practice and the practice holds a General Medical Services (GMS) contract with the Medway Clinical Commissioning Group (CCG). The practice does not provide out of hours services to its patients and information is available to patients about how to contact the local out of hours services when the practice is closed.

The practice has one male GP partner, a female GP partner and two long-term male locum GPs. There are three part-time female practice nurses, as well as a female health care assistant. The practice has a number of administration / reception and secretarial staff as well as a practice manager.

The practice has more patients in the younger age population groups than the local and national

averages. The number of patients of a working age registered with the practice are in line with the local and national averages, although there are a lower number of patients over the age of 65 when compared to the local and national averages. The number of patients recognised as suffering deprivation is lower than the local and national averages.

Services are provided from:

Lordswood Community Healthy Living Centre

Sultan Road

Lordswood

Chatham

Kent. ME5 8TJ

Why we carried out this inspection

We carried out a comprehensive inspection of this service under Section 60 of the Health and Social Care Act 2008 on 27 November 2014, as part of our regulatory functions. The inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014. Breaches of the legal requirements were found.

As a result, we undertook a focused inspection on 22 September 2015 to follow up on whether action had been taken to deal with the breaches.

Detailed findings

How we carried out this inspection

Before visiting, we reviewed information sent to us by the provider that told us how they had addressed the

breaches identified during the comprehensive inspection. We carried out an announced visit on 22 September 2015. During our visit we spoke with the practice manager, a practice nurse and a GP partner. We reviewed information, documents and records kept at the practice.

Are services safe?

Our findings

Medicines management

The practice had a process for managing medicines safely. There were arrangements for the safe storage of vaccines, which were kept in two dedicated lockable refrigerators in the treatment rooms. The practice had purchased an additional refrigerator to accommodate the numbers of vaccines stored at busier times and to prevent over-filling the existing refrigerator.

A system had been developed and implemented for checking the expiry dates of medicines and medical equipment kept in the practice. This was undertaken by the nursing staff on a monthly basis and the practice manager also monitored the system by undertaking additional checks on a quarterly basis. A

log sheet had been implemented for staff to record the checks undertaken and this showed that these had been completed in accordance with the procedure. We looked at some of the emergency medicines and equipment kept at the practice and these were in date and fit for use.

The practice had a system for the security of blank prescription pads and forms used in computer printers. A policy and protocol had been implemented for staff guidance setting out the procedure for tracking prescription pads through the practice, including the ordering and safe storage of stocks. Record sheets were kept to identify who they were issued to, the reason for issue, as well as the serial numbers of each pad. The blank computerised prescription forms were removed from the computer printers at the end of each working day and stored in a locked cupboard.