

Rainbow 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 at Rainbow Surgery on 13 September 2016. The overall rating for the practice was good, with requires improvement for the safe domain. The full comprehensive report on the September 2016 inspection can be found by selecting the 'all reports' link for Rainbow Surgery on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 21 February 2017 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 13 September 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as good.

Our key findings were as follows:

- The practice had obtained a new medicine refrigerator. Records of medicine refrigerator temperatures were

being appropriately completed. Written procedures were amended to reflect the correct temperature range for the storage of medicines requiring refrigeration.

- Controlled drugs (medicines that require extra checks and special storage arrangements because of their potential for misuse) were being monitored weekly in line with published guidance. However, the provider informed us that the practice no longer intended to keep higher scheduled controlled drugs.
- The practice had considered the risks around the open-plan nature of the dispensary and taken action to the raise awareness of staff about the risks of non-authorised access to medicines. This was to be reviewed annually. Medicine stock-takes were in place which would highlight medicine discrepancies if they occurred.
- The practice had put in place systems which included a written procedure to ensure there was written authorisation in place for the administration of medicines such as injectable vitamin B12 and influenza vaccines by nursing and healthcare staff.

However, there were also areas of practice where the provider needs to make improvements.

Summary of findings

The provider should:

- Continue to risk assess and monitor arrangements in place for the security of medicines in the dispensary area.

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 inspection on 13 September 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of medicines management were not adequate. We had identified that where the administration of medicines was not covered by a valid Patient Group Direction, staff required authorisation from a prescriber for individual patients before administering medicines.

In addition the arrangements for the safe storage of medicines required improvement. These included;

- Making regular checks on Controlled Drugs stock in line with regulations.
- Ensuring that medicines which required refrigeration were stored at temperatures between 2^o and 8^oC in line with manufacturers' recommendations.
- Reviewing the arrangements for storing medicines so that they were accessible by authorised staff only.

These arrangements had significantly improved when we undertook a follow up inspection on 21 February 2017. The practice is now rated as good for providing safe services.

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- Controlled drugs (medicines that require extra checks and special storage arrangements because of their potential for misuse) were being monitored weekly in line with published guidance. However, the provider informed us that the practice no longer intended to keep higher scheduled controlled drugs.
- The practice had considered the risks around the open-plan nature of the dispensary and taken action to the raise awareness of staff about the risks of non-authorised access to medicines. This was to be reviewed annually. Medicine stock-takes were in place which would highlight medicine discrepancies if they occurred.

Good



Summary of findings

The practice had put in place systems which included a written procedure to ensure there was written authorisation in place for the administration of medicines such as injectable vitamin B12 and influenza vaccines by nursing and healthcare staff.

Summary of findings

Areas for improvement

- Continue to risk assess and monitor arrangements in place for the security of medicines in the dispensary area.

Action the service SHOULD take to improve

Rainbow Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a member of the CQC medicines team.

Background to Rainbow Surgery

Rainbow Surgery is semi-rural practice situated in Ramsey, Cambridgeshire and serves the population of Ramsey as well as some of its surrounding villages. The practice provides an on-site dispensing service for any of its patients living more than one mile away from a pharmacy / chemist.

The practice is run by two GP partners (one male and one female). The practice employs four regular male locum GPs, two practice nurses and two health care assistants / receptionists as well as the practice manager, an information technology manager, medical secretaries and a team of reception / administration staff. The practice holds a General Medical Service (GMS) contract to provide GP services to a population of 4,633 patients, which is commissioned by NHS England. A GMS contract is a nationally negotiated contract to provide care to patients. In addition, the practice also offers a range of enhanced services commissioned by their local CCG: facilitating timely diagnosis and support for people with dementia and extended hours access.

According to Public Health England information, the practice age profile has higher percentages of patients from 0 to 19 years and 40 to 59 years compared to the practice average across England. It has lower percentages of patients aged 20 to 39 years and 75 years and over.

The practice is open between 8am and 6pm Monday to Friday. Extended hours appointments are offered from 7am to 8am Thursday mornings. In addition to pre-bookable appointments that can be booked up to six weeks in advance, urgent appointments are also available for people that need them. Where patients request an appointment on the day, contact details are transferred to the GPs. The patient is then contacted that morning and where required an appointment is allocated with the most appropriate clinician. Telephone consultations are available for patients that wish to use this service.

Out-of-hours care is provided via the NHS111 service. The practice has undergone a period of change in the past year. The practice was a three GP partner practice. Following the relocation of one GP partner in spring 2016, the patient list at the practice was closed in September 2016 with permission from NHS England, due to high demand in the area and low doctor-patient ratio. The practice is part of a sustainability initiative from local CCG managers, to see how to support practices through GP recruitment issues.

Why we carried out this inspection

We undertook a comprehensive inspection of Rainbow Surgery on 13 September 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good, with requires improvement for the safe domain. The full comprehensive report following the inspection on September 2016 can be found by selecting the 'all reports' link for Rainbow Surgery on our website at www.cqc.org.uk.

Detailed findings

We undertook a follow up focused inspection of Rainbow Surgery on 21 February 2016. 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.

How we carried out this inspection

We revisited Rainbow Surgery as part of this inspection to assess the information provided and to judge whether Rainbow Surgery had met the requirements. We carried out a focused inspection of Rainbow Surgery on 21 February 2017.

We spoke with the practice manager and a GP and reviewed the information received from the practice.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Are services safe?

Our findings

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In addition the arrangements for the safe storage of medicines required improving. These included;

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These arrangements had significantly improved when we undertook a follow up inspection on 21 February 2017. The practice is now rated as good for providing safe services.

Medicine Management

The practice had implemented an action plan following the previous inspection and amended their written procedures where appropriate. This action ensured that patients were effectively protected against the risks associated with the management of medicines. There were improvements in practice in relation to the refrigeration of medicines and

monitoring of refrigerator temperatures, the management of controlled drugs and action following consideration of the risks around security of the dispensary. We noted that there were steps in place to ensure appropriate written authorisation was in place for the administration of medicines by nursing and healthcare staff.

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- The practice had considered the risks around the open-plan nature of the dispensary and taken action to the raise awareness of staff about the risks of non-authorised access to medicines. This was to be reviewed annually. Medicine stock-takes were in place which would highlight medicine discrepancies if they occurred.

The practice had put in place systems including a written procedure to ensure there was written authorisation in place for the administration of medicines such as injectable vitamin B12 and influenza vaccines by nursing and healthcare staff.