

# Cowfold Medical Group

## 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 this practice on 23 March 2016. Breaches of regulatory requirements were found during that inspection within the safe domain. The practice was rated as good overall and requires improvement in the safe domain. After the comprehensive inspection, the practice sent us an action plan detailing what they would do to meet the regulatory responsibilities in relation to the following:

- Ensure that systems for the management and security of medicines are robust and safe:

We undertook this announced focused inspection on 19 January 2017 to check that the provider had followed their action plan and to confirm that they now met regulatory requirements.

This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Cowfold Medical Group on our website at [www.cqc.org.uk](http://www.cqc.org.uk). This report should be read in conjunction with the last report published in July 2016.

The practice continues to be rated as good overall and is now rated as good in the safe domain.

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

- We saw evidence to demonstrate that a safe system for managing and disposing of controlled medicines was in now place and was kept under regular review.

**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 is rated as good for providing safe services.

Good



- Clear audit trails were seen for controlled medicine disposal and the practice had established links with the Accountable Officer and local police for this process.
- The practice had changed their procedure for dispensing controlled medicines and these can now only be dispensed from Cowfold Surgery, the main practice.
- We saw evidence to demonstrate that a safe system for managing and disposing of controlled medicines was in place and was kept under regular review.

# Cowfold Medical Group

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

Our inspection team was led by a CQC Lead Inspector.

### Background to Cowfold Medical Group

Cowfold Medical Group provided general medical services to people living and working in Cowfold.

Cowfold Medical Group has four partner GPs (two male and two female). There are three practice nurses and two healthcare assistants, nine dispensers, as well as a practice manager and a range of reception and administrative staff. There are approximately 4460 registered patients.

The practice and its branch have dispensaries offering pharmaceutical services to those patients on its practice list who live more than one mile (1.6km) from their nearest pharmacy premises.

The practice is open between 8.00am to 6.30pm Monday, Tuesday, Thursday and Friday and 8.00am to 6.00pm on a Wednesday. The telephone lines are open between 8.30am and 6.00pm. Between 8.00am and 8.30am and between 6.00pm and 6.30pm an out of hours provider (IC24) takes telephone calls for the practice. If a patient needs to speak with a GP urgently IC24 contacts the on call GP for the practice directly.

Appointments are available in the mornings from 9.00am to 11.40am on Monday and Friday, Tuesday and Wednesday between 9.00am-11.30am and Thursday between 9.10am and 11.40am. Afternoon appointments are available on Mondays between 4.20 and 6pm, Tuesdays between 3.30pm and 5pm, Wednesdays between 4pm and

5.30pm and 2.00pm to 6pm on Thursdays and Fridays. In addition to pre-bookable appointments can be booked up to six months in advance, urgent appointments are also available for people that need them

The practice runs a number of services for its patients including asthma clinics, child immunisation clinics, diabetes clinics, new patient checks, and weight management support.

Services are provided from:

Cowfold Surgery (Main practice)

St Peter's Close,

Horsham,

West Sussex

RH13 8DN

And

Oakleigh Surgery (Branch)Village Hall LanePartridge GreenWest SussexRH13 8HX

The practice has opted out of providing Out of Hours services to their patients. There are arrangements for patients to access care from an Out of Hours provider NHS (111).

The practice population has a marginally higher proportion of patients over the age of 65 and lower than average proportion of patients under the age of 18. They have a higher than average number of working patients and slightly higher than average unemployment.

# Detailed findings

## Why we carried out this inspection

We undertook a focused inspection of Cowfold Medical Group on 19 January 2017. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 23 March 2016 had been made.

We inspected the practice against one of the five questions we ask about services: is the service safe?

This is because the service had not been meeting some legal requirements.

## How we carried out this inspection

We reviewed a range of information we hold about the practice and asked other organisations to share what they knew. We carried out a focussed inspection on 19 January 2017.

- We looked at systems in place for the safe management of controlled medicines.
- We spoke with the practice manager, dispensary lead and dispensary staff.
- We looked at the controlled medicines records.

# Are services safe?

## Our findings

### Overview of safety systems and processes

- At our previous inspection on 23 March 2016, we found that the practice held stocks of controlled medicines (medicines that require extra checks and special storage because of their potential misuse). The procedures in place to manage them safely did not cover all aspects of safe medicines management. For example we found expired stocks of controlled medicines stored safely and in line with the practice policy, however there were no arrangements in place for these to be destroyed by an accountable officer and some of the medicines had expired 10 years before. The practice amended their procedures at the time of our inspection to state that all controlled medicines should be destroyed within three months of expiry. We also found that the controlled drug register at the branch surgery contained two discrepancies. These were recording errors that had not been picked up by the practice through a process of audit and reconciliation. The practice recorded these as significant events at the time of our inspection and planned to address the issue with a monthly audit conducted by the dispensary lead and practice manager.

- The practice provided evidence before our inspection to demonstrate they had taken action to fully investigate the discrepancies in records and the concerns regarding expired medicines. At this inspection we saw evidence to demonstrate that the provider had undertaken a significant event analysis of the incident and learnt from this process. We spoke with dispensary staff who confirmed they had been involved in this process and that the learning outcomes had been shared with the team. We saw evidence that a monthly audit of controlled medicines was undertaken by the dispensary manager and sent to the practice manager. This audit covered security, disposal and dispensing of controlled medicines. We also reviewed the controlled medicines registers for Cowfold Medical Group (main practice) and the branch dispensaries. All were found to be up to date and were regularly audited. The practice had updated their standard operating procedure for controlled medicines and this contained clear processes for the disposal of medicines. Clear audit trails were seen for controlled medicine disposal and the practice had established links with the Accountable Officer and local police for this process. The practice had changed their procedure for dispensing controlled medicines and these could now only be dispensed from Cowfold Surgery (main practice)