

Auckland Medical Group

Inspection report

The Old Firehouse
Watling Road
Bishop Auckland
DL14 6RP

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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 location

Good 

Are services safe?

Good 

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Auckland Medical Group on 19 April 2018. The overall rating for the practice was good, but we rated the practice as requires improvement for providing safe services. The full comprehensive report on the April 2018 inspection can be found by selecting the 'all reports' link for Auckland Medical Group on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 11 October 2018 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 19 April 2018. This report covers our findings in relation to those requirements.

The practice is now rated as good overall including for providing safe services.

Our key findings were as follows:

- The practice had addressed the arrangements for Patient Specific Directions.

- The storage and tracking of prescriptions were in line with national guidance.
- There was a briefing document and full assessment for emergency medicines held at the practice.

At our previous inspection in April 2018 we told the provider they should make improvements in several areas. We saw at this inspection that improvements had been made;

- Regular checks were made to ensure clinical staff remained registered with the appropriate professional bodies.
- Access had been improved at the branch surgeries by the practice placing door bells at the entrance to the surgeries.
- The monitoring of refrigerator temperatures had been reviewed and was in-line with Public Health England guidance.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Our inspection team

The inspection was carried out by a CQC lead inspector.

Background to Auckland Medical Group

Auckland Medical Group provides care and treatment to around 14,300 patients in Bishop Auckland, County Durham. The practice is part of the Durham Dales, Easington and Sedgfield clinical commissioning group (CCG) and operates on a General Medical Services (GMS) contract agreement for general practice.

The practice provides services from the following addresses;

- The Old Firehouse, Watling Road, Bishop Auckland, DL14 6RP
- St Helens, 16 Manor Road, St Helen Auckland, Bishop Auckland, DL14 9EP
- Toft Hill, 51 Toft Hill, Bishop Auckland, DL14 0JA

We visited the Old Firehouse Surgery as part of this inspection.

The Watling Road surgery is located in a purpose built two storey building. All patient facilities are on the ground floor. There is on-site parking, accessible parking, an accessible WC, wheelchair and step-free access.

The St Helens surgery is located in a purpose built two storey building. All patient facilities are on the ground floor. There is an accessible WC, wheelchair and step-free access. There is a small on-site car park and on-street parking nearby.

The Toft Hill surgery is located in a two storey building, converted from former residential premises. All patient facilities are on the ground floor. There is on-site parking, accessible parking, an accessible WC, wheelchair and step-free access. The surgery has an on-site dispensary; which dispenses to patients who live in rural locations.

Patients can book appointments in person, on-line or by telephone.

The service for patients requiring urgent medical attention out of hours is provided by the NHS 111 service and County Durham and Darlington NHS Foundation Trust.

The practice has:

- four GP partners (two female and two male),
- four salaried GPs (two female and two male), two of which are in the process of registering as partners in the practice,
- three nurse practitioners and six practice nurses (all female),
- four healthcare assistants,
- a practice manager, and
- 26 staff who carry out reception and administrative duties.

The practice is a teaching and training practice and three of the GPs are accredited GP trainers. At the time of the inspection there were three trainee GPs working at the practice.

The age profile of the practice population is in line with the local and national averages, but is made up of a slightly higher than average proportion of patients over the age 65 (20% compared to the national average of 17%). Information taken from Public Health England placed the area in which the practice is located in the third more deprived decile. In general, people living in more deprived areas tend to have greater need for health services.

Are services safe?

At our previous inspection on 18 April 2018, we rated the practice as requires improvement for providing safe services as the arrangements in respect of medicines management were not satisfactory.

These arrangements had significantly improved when we undertook our focused inspection on 11 October 2018. The practice is now rated as good for providing safe services.

Safe and appropriate use of medicines

- At our previous inspection we saw that Patient Specific Directions (PSDs) did not comply with legal requirements or national guidance (PSDs are specific guidance on the administration of medicines authorising nurses and health care assistants to administer them). At this inspection we saw that the

practice had devised a policy in relation to the process for PSDs. They showed us examples of how this was working, what the PSD included, the prescriber responsibilities and examples of PSDs.

- Previously we saw that the storage and tracking of prescriptions was not in line with national guidance. At this inspection we saw that the blank prescriptions were logged on arrival into the practice and securely locked away. Once they were distributed in the practice or the branch surgeries the numbers were logged and the room where they were placed noted. The rooms where the printers held the prescriptions were secure.
- Previously there was no risk assessment to determine which emergency medicines were suitable for the practice to stock. At this inspection we saw the practice had implemented a briefing document and full risk assessment for which emergency medicines the practice would hold and why.