

The Coppice Surgery Partnership

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

This announced focused inspection was carried out on 6 June 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations we identified in our previous comprehensive inspection on 24 May 2016. In May 2016 the overall rating for the practice was Good with Requires Improvement for the safe domain. The full comprehensive report for the May 2016 inspection can be found by selecting the 'all reports' link for The Coppice Surgery Partnership on our website at www.cqc.org.uk.

This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is rated as Good

Our key findings over all areas inspected were as follows:

- The practice had introduced new protocols to ensure blank prescriptions were stored and monitored safely.
- All fire exit doors within the practice were easily opened to allow for a means of escape in an emergency.

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 safe practices

Risks to patients were assessed and well managed in relation to the safe management of medicines.

Fire exit doors were easily opened in the event of an emergency.

Good



The Coppice Surgery Partnership

Detailed findings

Our inspection team

Our inspection team was led by:

The focused inspection was carried out by a Lead CQC Inspector.

Background to The Coppice Surgery Partnership

The Coppice Surgery provides services for approximately 9,612 patients living within the villages of Rustington, Angmering and the surrounding areas of West Sussex. The practice holds a General Medical Services (GMS) contract and provides GP services commissioned by NHS England. (A GMS contract is one between NHS England and the practice where elements of the contract such as opening times are standard). There is also a branch practice in Angmering.

The practice has relatively large numbers of people aged 65 and older compared to the national average. Deprivation amongst children and older people is very low compared to the population nationally. The practice has slightly more patients with long standing health conditions and health

related problems affecting their daily lives than the national average, which could mean an increased demand for GP services.

As well as a team of five GP partners (three male and two female), the practice also employs two nurse practitioners,

four practice nurses and three health care assistants. Clinical staff work across the two sites. A practice manager is employed and supported by an assistant practice manager, receptionists and administrative clerks.

The practice is a training practice for final year medical students.

The practice is open between 8am and 6.30pm on weekdays at both sites. Extended hours appointments are available for people who may not be able to attend during normal hours. At The Coppice Surgery these were offered on Tuesdays from 7.30am to 8am. At Angmering Medical Centre extended hours were offered on Wednesdays from 7.30am to 8am and one Saturday per month from 9am to 12pm. There are phone appointments available with GPs

Outside of these hours patients are directed to telephone the NHS 111 out of hours help line.

The Coppice practice provides regulated activities from the main site at The Coppice Surgery Rustington West Sussex BN16 3BE and at the branch surgery at the Angmering Medical Centre, Station Road, Angmering, West Sussex BN16 4HL. During our inspection we visited the main site at Rustington

Why we carried out this inspection

We undertook a comprehensive inspection of The Coppice Surgery on 24 May 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated overall as good with requires

Detailed findings

improvement for the safe domain. The full comprehensive report following the inspection in May 2016 can be found by selecting the 'all reports' link for The Coppice Surgery Partnership on our website at www.cqc.org.uk.

This inspection on 6 June 2017 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 reviewed information sent to us by the practice. We carried out an announced focused inspection at short notice. We looked at management and governance arrangements and a sample of records and spoke with the practice manager.

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

At our previous inspection on 24 May 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of the secure storage and tracking of blank prescriptions were not adequate.

Overview of safety systems and process

At our previous inspection in May 2016 we found the arrangements for managing medicines, including emergency medicines in the practice kept patients safe (including obtaining, prescribing, recording, handling, security and disposal). Processes were in place for handling repeat prescriptions, which included the review of high-risk medicines. However, clinic room doors were left unlocked when GPs were visiting patients at home, which meant that blank prescriptions left in the printers were not kept securely during these times.

At this inspection the practice showed us a new protocol that the practice had put in place to eliminate the risk of unauthorised people gaining access to blank computer prescriptions and blank prescriptions used when a GP was on a home visit. This included a designated staff member who kept a log of all prescriptions received into the practice. The reception staff were responsible for the topping up of the blank prescription sheets for each GP and recording the serial numbers on a spreadsheet. We saw a completed sheet which allowed for an audit trail of blank prescriptions to be monitored.

The protocol described how blank prescriptions were transported to the branch site at Angmering. Only

unopened and sealed boxes were transported by either a GP partner or the practice manager. A log of the serial numbers leaving the main practice were recorded and recorded again when received at the branch practice.

The protocol stated that all clinical rooms were to be kept locked at all times when not in use. The practice had also installed a digital security locks on all the clinical rooms at the main practice in Rustington and the branch surgery in Angmering with only staff knowing the key code.

At the inspection in May 2016 we also found prescriptions used by GPs for home visits were not tracked in accordance with national guidance. The new protocol described how prescription pads were logged into the practice for each individual GP with the first and last serial numbers recorded. The GP was now expected to sign for each individual pad they used, again recording the first and last serial numbers. Secure arrangements were now also in place for a GP locum to access prescription pads when undertaking home visits.

The practice manager undertook regular spot checks to ensure that the doors were locked when not in use and to ensure that the hard copy logs were being completed correctly.

Monitoring risks to patients

During the inspection in May 2016 we found the practice had up to date fire risk assessments and carried out regular fire drills. However one of the fire doors would not open on the day of inspection. The practice manager had responded to this immediately and we received notice that it had been fixed within 24 hours of our inspection. At this inspection in 6 June 2017 we checked the fire doors and found that they could easily be opened allowing patients to remain safe.