

# Ramsey Health Centre

## Quality Report

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Date of inspection visit: We have not revisited Ramsey Health Centre as part of this review because Ramsey Health Centre was able to demonstrate that they were meeting the standards without the need for a visit.

Date of publication: 09/04/2015

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.

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# 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 services at Ramsey Health Centre were safe. Since the last inspection in August 2014, Ramsey Health Centre had immediately put in place procedures to ensure that before any repeat prescriptions were handed to patients, the prescription forms were always signed by a GP.

### **Are services effective?**

It was not necessary to include this domain in this report. At the last inspection we found that the service at Ramsey Health Centre was effective.

### **Are services caring?**

It was not necessary to include this domain in this report. At the last inspection we found that the service at Ramsey Health Centre was caring.

### **Are services responsive to people's needs?**

It was not necessary to include this domain in this report. At the last inspection we found that the service at Ramsey Health Centre was responsive to people's needs.

### **Are services well-led?**

It was not necessary to include this domain in this report. At the last inspection we found that the service at Ramsey Health Centre was well-led.

## Summary of findings

# Ramsey Health Centre

## Detailed findings

### Why we carried out this inspection

As a result of the last inspection in August 2014 we had one minor concerns and made one compliance action. This was made because the provider had not always ensured that all repeat prescriptions had been signed by a GP prior to medicines being issued to patients.

We published of our inspection carried out in August 2014 setting out our judgements. We asked the provider to send us a report of the changes they would make to comply with the standard they were not meeting.

We have followed up to make sure that the necessary changes have been made and found the provider is now meeting the standard included within this report.

This report should be read in conjunction with the full inspection report for the 29 August 2014.

We have not revisited Ramsey Health Centre as part of this review because Ramsey Health Centre was able to demonstrate that they were meeting the standards without the need for a visit.

### How we carried out this inspection

We reviewed information given to us by the provider.

We have not revisited Ramsey Health Centre as part of this review.

# Are services safe?

## Our findings

### **Medicines management**

At the last inspection in August 2014 we had one concern because not all repeat prescriptions had been signed by a GP prior to medicines being given to patients.

Since the last inspection we received an action plan from the provider informing us of the action they had taken to

become compliant. The provider confirmed that they had taken appropriate action to ensure that all repeat prescriptions were signed prior to medicines being issued to patients. The provider had also taken action to regularly monitor the management of repeat prescriptions alongside their existing monitoring of medicines. This action had ensured that patients were protected against the risks associated with the management of medicines.