

Dr A Palmer & Dr J Gardner

Inspection report

Barlborough Medical Practice, The Old Malthouse
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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

We carried out an announced comprehensive inspection at Dr A Palmer & Dr J Gardner on 21 February 2018. The overall rating for the practice was 'Good', however, the practice was rated 'Requires improvement' for providing safe services. We asked the practice to develop an action plan to address the areas of concern that were identified during our inspection.

The full comprehensive report can be found by selecting the 'all reports' link for Dr A Palmer & Dr J Gardner on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 10 October 2018 to review actions taken by the practice since our previous inspection in February 2018. This report covers our findings in relation to actions taken by the practice since our last inspection in the area of 'Safe'.

Overall the practice remains rated as 'Good'. The practice is now also rated 'Good' for providing safe services.

Our key findings were as follows:

- The practice had reviewed and improved their processes for repeat prescribing and the management of high risk medicines.
- The practice had reviewed and improved their processes for significant events, the Medicines and Healthcare Products Regulatory Agency (MHRA) alerts and near misses.
- The practice had addressed previous issues identified relating to their dispensary.
- The practice had improved their systems for ensuring emergency medicines and consumables were not used past their expiry date.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Population group ratings

Our inspection team

Our inspection team was led by a CQC Lead Inspector.

Background to Dr A Palmer & Dr J Gardner

Dr A Palmer and J Gardner are also known as Barlborough Medical Practice (). It is registered with the CQC as a GP partnership with two GP partners. The partnership has been established since 1993.

The surgery provides primary care medical services commissioned by NHS England and North Derbyshire Clinical Commissioning Group (CCG). The practice covers a semi-rural area and lies within the Bolsover district of North East Derbyshire.

The premises include a main site within Barlborough and a branch surgery situated in the nearby village of Renishaw, approximately 2½ miles away. The premises at Barlborough are approximately 20 years old, and the branch surgery shares a building with another GP practice which is part of the neighbouring CCG.

The addresses for the main location and branch surgery are:

- Barlborough Medical Practice, The Old Malthouse, 7 Worksop Road, Barlborough, Chesterfield, Derbyshire, S43 4TY.
- Renishaw, Emmett Carr Surgery, Abbey Place, Renishaw, Sheffield. S21 3TY.

As part of our inspection, we visited the main site at Barlborough. The practice offers dispensing services from the main site to patients on the practice list who live more than one mile (1.6km) from their nearest pharmacy.

Are services safe?

At our previous inspection on 21 February 2018, we rated the practice as 'Requires improvement' for providing safe services as the systems for managing medicines, including emergency medicines and equipment did not always minimise risks.

Issues identified were:

- There was no documented process for checking emergency medicines and we found out of date medicines available for use.
- Patients receiving high risk medicines were not always monitored appropriately to ensure it remained safe to continue their prescriptions.
- Standard Operating Procedures (SOPs) were in place to govern procedures within the dispensary but were not always followed by staff.
- The practice had a process for identifying and reviewing significant events which included those within the dispensary but there was no process for ensuring near misses were identified and actions taken to minimise risks of recurrence.
- Learning outcomes and actions from significant events were documented but we found that these were not always effective in reducing the likelihood of a future recurrence.

These areas had improved when we undertook an announced focused inspection carried out on 10 October 2018. The practice is now rated as 'Good' for providing safe services.

Appropriate and safe use of medicines

The practice had reliable systems for appropriate and safe handling of medicines.

- The systems for managing and storing medicines, including vaccines, medical gases, emergency medicines and equipment, minimised risks.
- Staff prescribed and administered or supplied medicines to patients and gave advice on medicines in line with current national guidance.
- Patients' health was monitored in relation to the use of medicines and followed up on appropriately.
- Arrangements for dispensing medicines at the practice kept patients safe.

Lessons learned and improvements made

The practice learned and made improvements when things went wrong.

- There were adequate systems for reviewing and investigating when things went wrong. The practice learned and shared lessons, identified themes and took action to improve safety in the practice.
- The practice acted on and learned from external safety events as well as patient and medicine safety alerts.

Please refer to the evidence tables for further information.