

# Fenny Compton Surgery

## Inspection report

The Surgery  
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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 Fenny Compton Surgery on 5 December 2017. The practice was rated as good overall, but required improvement for providing safe services. The full comprehensive report on the December 2017 inspection can be found by selecting the 'all reports' link for Fenny Compton Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced focused inspection carried out on 15 August 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 5 December 2017. 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 were as follows:

- A significant amount of work had been carried out by GP partners, the practice manager, the dispensary manager and the dispensing team to bring about the necessary changes in the management of medicines, especially with regard to controlled drugs (CDs).
- The dispensaries at the main practice and the branch site had both been refurbished since the last inspection. Both were laid out in a similar way in order to improve the efficiency of working processes for the staff who worked across both sites.

- The greater efficiency in the dispensaries had a positive impact on patient experience. For example, a survey of the dispensary services, carried out in July 2018, showed a marked improvement since the previous survey in November 2017.
- The lead GP for dispensing held regular meetings with the dispensary manager and the dispensing team.
- New CD registers were in use. Entries included all relevant details and countersignatures where appropriate.
- The CD stock matched the CD registers at both the main practice and the branch site.
- There were monthly stock checks of CDs at both sites.
- The CD cabinets did not contain inappropriate items.
- Prescription stationery was tracked.
- The stock control of medicines had improved as a result of changing to a new ordering system. This reduced the amount of stock held on site and we saw that the refrigerators were no longer overfull.
- The cold chain arrangements for medicines in transit included monitoring the temperature.
- Staff had received refresher training in the correct disposal of all types of clinical waste.

**Professor Steve Field** CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

## Population group ratings

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

The follow up focused inspection was led by a CQC Lead Inspector supported by a GP specialist advisor.

## Background to Fenny Compton Surgery

Fenny Compton Surgery is a rural practice in Warwickshire with a branch site at Shenington, near Banbury in Oxfordshire. The practice area covers three counties and has low deprivation levels. The practice is registered with the Care Quality Commission (CQC) as a partnership provider and holds a General Medical Services (GMS) contract with NHS England. The GMS contract is a contract agreed nationally between general practices and NHS England for primary care services to local communities. At the time of our inspection, Fenny Compton Surgery was providing medical care to 5,305 patients.

The practice offers a full range of primary medical services and is able to provide pharmaceutical services to those patients on the practice list who live more than one mile (1.6km) from their nearest pharmacy premises. The practice dispenses to 99% of the practice population. We visited the branch site during the inspection in order to look at the dispensary.

The practice provides additional GP services commissioned by the NHS South Warwickshire Clinical Commissioning Group (CCG). A CCG is an organisation that brings together local GPs and experienced health professionals to take on commissioning responsibilities for local health services. Additional services include minor surgery, leg ulcer management and anticoagulation monitoring.

Parking is available on site and disabled car parking spaces are provided. The practice has facilities for disabled patients. All consulting rooms are on the ground floor.

There are two GP partners (one male, one female) and three salaried GPs. They are supported by the practice manager, a dispensary manager, one practice nurse, two healthcare assistants, a dispensing team and a reception and administrative team.

Fenny Compton Surgery is an approved training practice for trainee GPs. A trainee GP is a qualified doctor who is training to become a GP through a period of working and training in a practice. There is currently one GP trainee working at the practice. The practice also provides placements for medical students from Warwick University.

The main practice is open between 9am and 6pm on Mondays, Tuesdays, Wednesdays and Fridays. Appointments are available on these days between 9am and 11.40am and 3pm and 5.30pm. On Thursdays, the practice is open between 9am and 1pm; appointments are available between 9am and 11.40am.

The branch site in Shenington is open between 9am and 1pm on Mondays, Tuesdays, Wednesdays and Fridays. Appointments are available between 9am and 11.40am on these days. The branch site is open from 9am until

6pm on Thursdays; appointments are available between 9am and 11.40am and from 3pm until 5.30pm. The on call GP is available between 8am and 9am and 6pm until 6.30pm. Both sites are closed at weekends.

When the practice is closed, patients are directed to the NHS 111 service.

The practice website can be viewed at [www.fennycomptonandsheningtonsurgery.nhs.uk](http://www.fennycomptonandsheningtonsurgery.nhs.uk).

### **Why we carried out this inspection**

We undertook a comprehensive inspection of Fenny Compton Surgery on 5 December 2017 under Section 60

of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall, but was rated as requires improvement for providing safe services. The full comprehensive report following the inspection in December 2017 can be found by selecting the 'all reports' link for Fenny Compton Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up focused inspection of Fenny Compton Surgery on 15 August 2018. This inspection 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.

## Are services safe?

**At our previous inspection on 5 December 2017, we rated the practice as requires improvement for providing safe services as the arrangements in respect of the proper and safe management of medicines were not adequate. In particular, the arrangements for accounting for Controlled Drugs (CDs) were not adequate.**

**These arrangements had significantly improved when we undertook a follow up inspection on 15 August 2018. The practice is now rated as good for providing safe services.**

### **Safety systems and processes**

We saw evidence that all staff had completed an online e-learning module in clinical waste management since the last inspection.

### **Safe and appropriate use of medicines**

We saw that prescription stationery was tracked in the practice and that monthly checks were carried out to ensure that the entries in the log book were up to date.

New CD registers were purchased after the previous inspection. We saw that all relevant details in the registers were correctly entered. Any errors were marked with an asterisk and the correct details entered as a footnote and countersigned.

The CD cabinets were kept clean and tidy. The cabinets did not contain inappropriate items.

We saw evidence that CD stock reconciliation was carried out every month by the dispensary manager and another member of staff. In addition the lead GP for dispensing carried out random spot checks.

We noted that the cold chain and fridge policy, dated July 2018, included instructions for the transportation of vaccines and cool boxes. The policy specified that a data logger should be used inside the cool box and that the data logger should be programmed to record the temperature every five minutes during transit.

We were told that the system for ordering medicines had changed and was more efficient, so stock levels had reduced, which meant that refrigerators were less full, stock could be rotated more easily and staff were able to see which medicines to use first.