

Dr Yvonne Watts

Quality Report

The Windmill Surgery
London Road
Wymondham
Norfolk
NR18 0AF
Tel: 01953 607607
Website: www.windmillsurgery.co.uk

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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

We carried out an announced comprehensive inspection of this practice on 20 November 2014. A breach of legal requirements was found. After the comprehensive inspection, the practice wrote to us to say what they would do to meet legal requirements in relation to ensuring robust processes were in place for the dispensing and management of medicines.

The practice did not have appropriate arrangements in place for managing medicines. The practice held stocks of controlled drugs (medicines that require extra checks and special storage arrangements because of their

potential for misuse) and had in place standard procedures that set out how they were managed. However these procedures were not consistently followed by the practice staff.

The practice made information available to us. We undertook a desk top inspection to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for on our website at www.cqc.org.uk.

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?

At our previous inspection in November 2014 we found the practice did not have appropriate arrangements in place for managing medicines. The practice held stocks of controlled drugs (medicines that require extra checks and special storage arrangements because of their potential for misuse) and had in place standard procedures that set out how they were managed.

These procedures were not consistently followed by the practice staff. For example, the controlled drugs register was not being completed in line with the policy. We found that the records of some controlled medicines and the medicines available were inconsistent. There were also a number of instances where records were unclear as to who had received or dispensed some controlled medicines. This meant that controlled medicines could not always be accounted for. The last audit of the medicines had been conducted in 2012.

Improvements were required to ensure that risks associated with medicines were minimised.

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 of November 2014.

We have not revisited Dr Yvonne Watts as part of this review because Dr Yvonne Watts were able to demonstrate they were meeting the standards without the need for a visit.

Good



Dr Yvonne Watts

Detailed findings

Why we carried out this inspection

As a result of the last inspection in November 2014 we had one minor concern and made a compliance action. This was made because the provider had not ensured that appropriate arrangements were in place for the management of medicines.

How we carried out this inspection

We reviewed information made available to us by the practice.

We have not revisited Dr Yvonne Watts as part of this review.

Are services safe?

Our findings

We have reviewed information made available to us by the practice to check it had made improvements following our previous inspection in November 2014 when we identified shortfalls in the way the practice was managing medicines.

The practice had reviewed its procedures for the management of controlled drugs (medicines that require

extra checks and special storage arrangements because of their potential for misuse). Regular controlled drug checks were conducted to ensure that controlled drugs were being handled safely and appropriately recorded.

This action ensured that patients were effectively protected against the risks associated with managing medicines.