

Drs.Allen & Gee

Quality Report

Harston 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 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 18 February 2016. We set a requirement in relation to Safe Care and Treatment. The practice sent in an action plan informing us about what they would do to meet legal requirements in relation to the following;

- The practice must make arrangements to monitor out of date controlled drugs in line with regulations until they are disposed of.
- Put in place a robust process for monitoring the security of medicines at the remote collection points.

They told us these issues would be addressed by 31 April 2016 and provided us with evidence to show they had taken the action to address the concerns.

We undertook a desk top review on 18 July 2016 to make a judgement about whether their actions had addressed the requirements.

The overall rating for the practice is good. You can read our previous report 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 the last inspection on 18 February 2016 we found that;

- The practice held stocks of controlled drugs (medicines that require extra checks and special storage arrangements because of their potential for misuse). The practice did not record out of date controlled drugs in their register and include them in regular stock checks.
- A delivery service was provided for housebound patients, and medicines were packed into dosette boxes for those who found it difficult to manage their medicines. The practice had arranged for several shops to act as collection points. There were procedures in place to make sure that prescriptions were delivered safely to the shops but procedures for monitoring the safe management of medicines at these collection points were not robust.

Our focused inspection on 18 July 2016 found that;

- The practice had safe and effective systems in place to manage out of date controlled drugs.
- The practice had implemented more robust systems and processes to ensure prescriptions were delivered and collected safely.

This report should be read in conjunction with the full inspection report from 18 February 2016.

Good



Drs. Allen & Gee

Detailed findings

Our inspection team

Our inspection team was led by:

This desk based review was completed by a CQC inspector.

Background to Drs. Allen & Gee

Harston Surgery is situated in Harston, Cambridgeshire. The practice provides services for approximately 6500 patients. They currently hold a General Medical Services contract having recently transitioned from a Personal Medical Services contract. The practice has two male GP partners and two female salaried GPs. The practice regularly has medical students training there. The team also includes two female practice nurses and two phlebotomists, one male and one female. They also employ a practice manager and a team of dispensary/reception/administration/secretarial staff. The practice dispenses to 95% of the patients registered with them.

The practice's opening times are from 8.30am until 6pm Monday to Friday. The practice has opted out of providing GP services to patients outside of normal working hours such as nights and weekends. During these times GP services are provided by Urgent Care Cambridgeshire via the 111 service.

We reviewed the most recent data available to us from Public Health England which showed that the practice had

a higher than average practice population aged over 45 and a lower than average practice population aged between 15-44 compared to national England average. The deprivation score for the area was less than the average across England.

Why we carried out this inspection

As a result of the last inspection on 18 February 2016 we had concerns and issued a requirement notice in respect of safe care and treatment. This was because the practice had not ensured that robust processes were in place for the monitoring and securing of medicines at the remote collection points. In addition the practice had not ensured that out of date controlled drugs were monitored in line with regulations until they were disposed of.

How we carried out this inspection

We reviewed the information received from the practice, spoke with the practice manager and requested some additional information from the practice.

We have not revisited Drs Allen and Gee as part of this review because Drs Allen and Gee were able to demonstrate they were meeting the standards without the need for a visit

We carried out a desk-based review on 18 July 2016.

Are services safe?

Our findings

We found improvements were needed in relation to safe care and treatment at our last inspection on 18 February 2016 where we found that the practice;

- Did not ensure that out of date controlled drugs were monitored in line with regulations until they were disposed of.
- Did not have a robust process for monitoring the security of medicines at the remote collection points.

The provider sent us an action plan informing us about the action they would take to ensure that patients were safe. Our focused inspection on 18 July 2016 found that the practice had implemented and embedded clearly defined systems, processes and practices.

- The practice had booked a date for an authorised person to overview the destruction of out of date controlled drugs and instigated an out of date controlled drug stock check weekly. The practice put in place systems to ensure all out of date controlled drugs were recorded on the register and counted down to

ensure they could not be misappropriated. The practice provided evidence to demonstrate they had taken the action. We saw evidence of the destruction of out of date controlled drugs and the completed register of weekly out of date controlled drug checks.

- The practice provided evidence that they had ensured all persons associated with the remote delivery service had signed a consent document and a confidentiality statement to ensure that any information shared with them for the purpose of the remote delivery service was confidential. The practice collected consent and confidentiality forms from all of the existing remote collection points and the delivery staff members. The practice created a form for patients to sign to consent to items being delivered to a preferred location. It included that medicines were signed for on collection and that there was now an exemption that refrigerated medicines would not be delivered to the remote collection points. The practice ensured they had a robust standard operating procedure for the delivery of dispensed prescriptions in a safe and efficient manner to their destinations. We saw evidence of the completed forms and of the standard operating procedure.