

Dr Emerson and Partners

Quality Report

Bungay Medical Practice

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Bungay

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Date of inspection visit: 3 September 2015

Date of publication: 08/10/2015

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.

Ratings

Overall rating for this service

Good



Are services safe?

Good



Summary of findings

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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?

Arrangements for medicines management were good. We found the practice had made improvements to ensure that all prescriptions were signed by a GP before they were dispensed to the patient. Medicines were stored safely and securely. The practice had improved the checking procedures for controlled drugs stored within the dispensary.

Good



Summary of findings

What people who use the service say

We did not speak with patients as part of this desk-based review.

Dr Emerson and Partners

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Inspector.

Background to Dr Emerson and Partners

Bungay Medical Practice serves the town of Bungay and its surrounding villages within a five mile radius. There are approximately 11,100 registered patients of which 25% are aged 65 and older. There are four GP partners and four salaried GPs. Patients have a choice of seeing a male (two) or female (six) doctor.

The nursing team consists of two nurse practitioners, a community matron, four practice nurses and three health care assistants. Clinical staff are supported by a team of approximately 31 other staff and this includes managerial roles, administrators, secretaries, reception and dispensary staff.

The practice is a training practice and holds a GMS contract. The practice have opted out of providing out-of-hours services to their own patients. This is provided by Integrated Care 24 Limited.

Why we carried out this inspection

We inspected this service to check the provider's compliance with the Health and Social Care Act 2008. Our inspections are conducted under section 60 of the Health and Social Care Act 2008 as part of our regulatory functions.

This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

We carried out a desk- based follow up inspection of Dr Emerson and Partners at Bungay Medical Centre. The purpose of the inspection was to check the practice had addressed a regulatory breach identified during their last comprehensive inspection conducted on October 2014.

How we carried out this inspection

We completed a desk based review by reviewing the provider's action plan and supporting documents. We also interviewed two members of the practice's dispensary team by telephone.

Are services safe?

Our findings

Medicines Management

We last inspected this practice on 14 October 2014. We found the practice did not have appropriate arrangements in place for the safe supply of medicines because prescriptions were not always signed by a GP before being dispensed and handed to patients. Checks of controlled drugs held within the dispensary were not completed frequently enough and controlled drugs in doctor's bags were not recorded in a special register. In response, the practice sent us a detailed plan of the actions they would take.

We found the practice had reviewed the standard operating procedure for dispensing prescriptions and the staff we

spoke with were able to confirm the changes. Appropriate systems were in place to ensure that a GP signed all prescriptions to patients before they were dispensed to them.

The practice had reviewed the written policy for the management of medicine's kept in GP's bags. Controlled drugs were removed from the bags, locked in the dispensary and recorded in a special register. GPs were required to sign out any controlled drug items with a member of the dispensary team and record the details in the register. Staff we spoke with confirmed the new procedure. They also confirmed that weekly checks of the controlled drug stock levels were in place. This was in line with the revised operating procedure.

In addition to the required changes, the practice had taken the opportunity to improve the security of the dispensary and prescription pads. They had also reviewed the vaccine cold chain policy and ensured staff were aware of this.