

The Phoenix Practice

Quality Report

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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

Contents

Summary of this inspection

	Page
Overall summary	2
The five questions we ask and what we found	3
The six population groups and what we found	4

Detailed findings from this inspection

Our inspection team	5
Why we carried out this inspection	5
How we carried out this inspection	5
Detailed findings	6

Overall summary

Letter from the Chief Inspector of General Practice

We carried out a focussed inspection at The Phoenix Practice on 2 August 2017. We found the practice to be good for providing safe services and it is rated as good overall.

We previously conducted an announced comprehensive inspection of the practice on 15 June 2017. As a result of our findings, the practice was rated as requires improvement for providing safe services and rated as good for providing effective, responsive, caring and well led services, which resulted in an overall rating of good. At that time, we found that the provider had breached Regulation 12 (1) (Safe care and treatment) of the Health and Social Care Act 2008 due to concerns regarding the safe prescribing and monitoring of high risk medicines.

The practice wrote to us to tell us what they would do to make improvements and meet the legal requirements. We undertook this focussed, follow up inspection to check that the practice had followed their plan and to confirm that they had met the legal requirements.

This report only covers our findings in relation to those areas where requirements had not been met. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for The Phoenix Practice on our website at www.cqc.org.uk/location/1-551197997.

Our key findings across all the areas we inspected were as follows:

- The practice had taken action to ensure that the systems, processes and practices for prescribing and monitoring high risk medicines were appropriate to keep people safe.

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?

The practice is rated as good for providing safe services.

When we inspected in June 2017, we identified concerns regarding arrangements for monitoring high risk medicines. These medicines require careful monitoring because of the potential for substantial harm but five of the twenty seven records of patients being prescribed a high risk medicine called Methotrexate did not confirm that appropriate investigations had been reviewed prior to the medicine being prescribed.

Also, the records of five of the fifty patients being prescribed a high risk medicine called Warfarin did not document the patients' on going dosage monitoring which, we were told, was taking place at their respective hospitals.

We asked the provider to take immediate action and on the day of our inspection the practice cancelled all Methotrexate repeat prescriptions, subject to blood tests being undertaken. The practice also began the process of contacting patients prescribed Warfarin to request that they attend the practice for blood tests.

When we inspected again on 2 August 2017, records confirmed that the required blood tests had taken place. We also saw that the practice had discussed the concerns raised at our previous inspection as a significant event and had consequently introduced a new protocol for managing high risk medicines.

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

The practice is rated as good for the care of older people. As the practice was found to be providing good services overall, this did not affect the rating for the population groups we inspect against.

Good



People with long term conditions

The practice is rated as good for the care of people with long term conditions. As the practice was found to be providing good services overall, this did not affect the rating for the population groups we inspect against.

Good



Families, children and young people

The practice is rated as good for the care of families, children and young people. As the practice was found to be providing good services overall, this did not affect the rating for the population groups we inspect against.

Good



Working age people (including those recently retired and students)

The practice is rated as good for the care of working age people (including those recently retired and students). As the practice was found to be providing good services overall, this did not affect the rating for the population groups we inspect against.

Good



People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable. As the practice was found to be providing good services overall, this did not affect the rating for the population groups we inspect against.

Good



People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia). As the practice was found to be providing good services overall, this did not affect the rating for the population groups we inspect against.

Good



The Phoenix Practice

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.
The team included a GP specialist adviser.

The inspection was conducted to check that improvements planned by the practice to meet legal requirements had been made.

How we carried out this inspection

During our inspection we spoke with a partner GP and the practice manager; and also reviewed a range of information provided by the practice.

Why we carried out this inspection

We carried out a focussed inspection of this service on 2 August 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This was because the service was not meeting some legal requirements during our previous visit on 15 June 2017.

Are services safe?

Our findings

Overview of safety systems and processes

The practice is rated as good for providing safe services.

When we inspected in June 2017, we identified concerns regarding arrangements for monitoring patients prescribed Warfarin and Methotrexate high risk medicines. These medicines require careful monitoring because of the potential for substantial harm.

However, when we looked at five of the twenty seven records of patients being prescribed Methotrexate we could not confirm that appropriate investigations such as red blood count, kidney function and liver function had been reviewed prior to the medicine being prescribed.

When we looked at five of the fifty records of patients being prescribed a blood thinning medicine called Warfarin we

were told that monitoring to ensure that the dosage was within the required therapeutic range took place at the patients' respective hospitals. However, this information was not contained in patients' records.

We asked the provider to take immediate action and on the day of our inspection the practice cancelled all Methotrexate repeat prescriptions, subject to blood tests being undertaken. We also saw evidence confirming that patients prescribed Methotrexate and Warfarin had been asked to undertake blood tests.

When we inspected again on 2 August 2017, records confirmed that the required blood tests had taken place. We also saw that the practice had discussed the concerns raised at our previous inspection as a significant event and had introduced a new protocol for managing high risk medicines.