

# The Bondgate Practice

## Quality Report

Longhoughton Surgery, 4-6 Portal Place,  
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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

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 6 October 2014. We found the practice was in breach of a legal requirement. After the comprehensive inspection the practice wrote to us to say what they would do to meet the following legal requirement set out in the Health and Social Care Act (HSCA) 2008:

Regulation 13 HSCA 2008 (Regulated Activities) Regulations 2010 Management of medicines (Which corresponds to Regulation 12 (f) and (g) of the HSCA 2008 (Regulated Activities) Regulations 2014).

We undertook this focused inspection on 10 August to check the practice had followed their plan and to confirm that they now met legal requirements

This report only covers our findings in relation to this requirement. You can read the report from our last comprehensive inspection by selecting the

‘all reports’ link for The Bondgate Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Following this focused inspection we rated the practice as good at providing safe services.

Our key finding was as follows:

- The practice had addressed the issue identified during the previous inspection and was now ensuring there were safe processes in place for the prescribing and dispensing of medicines within the branch surgeries.

**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.

Action had been taken to address the concerns raised during our previous inspection in October 2014. The practice had safe procedures in place to manage the prescribing and dispensing of medicines in the branch surgeries.

**Good**



# The Bondgate Practice

## Detailed findings

### Our inspection team

**Our inspection team was led by:**

a **CQC Lead Inspector.**

## Background to The Bondgate Practice

The Bondgate Practice covers a largely rural area. The main surgery is based in the centre of Alnwick, with branch surgeries in Seahouses, Embleton and Longhoughton. The three branches are dispensing practices. This means under certain criteria they can supply eligible patients with medicines directly.

The surgery in Alnwick is located alongside the local community hospital and another GP practice. All patient services are delivered from the ground floor and there are 18 consultation / treatment rooms. There are good access facilities for patients with disabilities.

The Seahouses branch is a purpose built facility shared with another practice. Some consultation and treatment rooms are shared with the other practice. There is a shared baby clinic, podiatry and physiotherapy clinic. There are good access facilities for patients with disabilities and services are delivered from the ground floor.

The Embleton branch is purpose built and based in a residential area, all facilities are on the ground floor. It has two consulting rooms, two treatment rooms and a large waiting area. There is good access and facilities for patients with disabilities.

The Longhoughton Surgery is based in a residential area of Longhoughton. Medical services are provided to local people and to the families of those serving at a local RAF

base. The premises is rented from the RAF and the rental agreement means that the practice are unable to make any changes to this property to make it more suitable as a location for delivering primary healthcare. There is limited access for patients with disabilities but the practice has made reasonable adjustments to allow patients to access this service.

The practices provide primary medical care services to patients within a 220 square mile area, living in the area including Alnwick, Glanton, and Alnmouth.

The provider is a partnership of six doctors. The practice provides services to approximately 8,900 patients of all ages. All patients registered can access services at the main surgery or any of the three branches. The practice is commissioned to provide services within a Personal Medical Services (PMS) Agreement with NHS England.

The practice also has a medicines manager, three practice nurses, three healthcare assistants, a practice manager, a reception manager, seven dispensers and 18 reception and administrative staff. The practice is a teaching practice. They have a foundation doctor and a GP registrar working at the practice. They also train and support final year medical students.

The service for patients requiring urgent medical attention out of hours is provided by Northern Doctors Urgent Care Ltd and the 111 service.

The addresses of the main surgery and branches are

- Main - Alnwick, Infirmary Close, Alnwick, Northumberland, NE66 2NL
- Branch - Seahouses Surgery, The Health Centre, James Street, Seahouses, Northumberland, NE68 7XZ
- Branch - Embleton Surgery, West View, Embleton, Northumberland, NE66 3XZ
- Branch - Longhoughton Surgery, 4-6 Portal Place, Longhoughton, Northumberland, NE66 3JN

# Detailed findings

This focused inspection relates to the three branch surgeries.

## Why we carried out this inspection

We undertook a focused inspection of The Bondgate Practice on 10 August 2015. This inspection was carried out to check that improvements to meet legal requirements planned by the practice had been made after our comprehensive inspection on 6 October 2015.

The focused inspection focused on one of the five questions we ask about services; is the service safe? This is because the service was not meeting a legal requirement related to this.

## How we carried out this inspection

We contacted the practice by letter and asked them to confirm they had made improvements to the way they managed medicines and requested that they supply evidence to that effect.

The practice manager sent us the revised standard operating policies relating to the prescribing and dispensing of medicines on repeat prescriptions. They also confirmed with us that no significant events had taken place relating to the way they managed medicines since the last inspection.

# Are services safe?

## Our findings

### Medicines Management

When we inspected the practice in October 2014 we identified an area of concern in relation to medicines management. We found there was no robust system in place to regulate the issue of medicines where the annual medicines review was out-of-date. There was also no system in place to ensure that GPs checked and signed repeat prescriptions before the medicines were dispensed and issued to patients at branch surgeries.

During the review inspection on 10 August 2015 we asked the practice manager to provide evidence of the improvements they had made in relation to this. They sent us:

- The standard operating procedures for handing out repeat prescription medicines, which was last reviewed on 12 February 2015.
- The standard operating procedures for taking repeat prescription orders, which was last reviewed on 12 February 2015.

The practice confirmed the arrangements for authorising repeat prescriptions prior to dispensing had changed. They told us there was 100% compliance with this policy since its introduction.

They also told us they had introduced an updated procedure to ensure medication reviews were highlighted to a GP and actioned when the date for review was approaching. The practice also discussed on a monthly basis the number of medication reviews undertaken to monitor and control the flow to enable an even distribution across the year.

The practice confirmed with us that no significant events had taken place relating to the way they managed medicines since the last inspection.

We reviewed this evidence and found the practice had addressed the concerns and was now meeting the legal requirements.