

# Caldbeck Surgery

## Quality Report

Friar Row,  
Caldbeck,  
Wigton,  
Cumbria,  
CA7 8DS

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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 inspection of this practice on 6 November 2014. Breaches of legal requirements were found. 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 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 Caldbeck Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Our key findings were as follows:

- The practice had addressed all of the issues identified during the previous inspection.
- Revised arrangements were in place to ensure prescriptions were checked and signed by a GP before medicines were dispensed.
- Any changes to medication records were checked and approved by a GP.

### 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 all of the concerns raised during our previous inspection in November 2014 in relation to the management of medicines. Arrangements were in place which ensured that all prescriptions were checked and signed by a GP before any medicines were dispensed. A revised protocol had been put into place and shared with staff and patients. The practice had updated arrangements for making changes to patients' medication records

**Good**



# Summary of findings

## What people who use the service say

This was a desk based inspection, therefore we did not speak to any patients.

# Caldbeck Surgery

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

a CQC Lead Inspector.

## Background to Caldbeck Surgery

Caldbeck Surgery is located in the village of Caldbeck in Cumbria and provides primary medical care services to patients living in the village and surrounding rural areas. The practice provides services to around 4,400 patients, spread over approximately 100 square miles within the Lake District National Park.

The practice provides services from one location, Friar Row, Caldbeck, Wigton, Cumbria, CA7 8DS. We visited this address as part of the inspection.

The practice is located within a purpose built single storey building. It also offers on-site parking, a disabled WC, wheelchair and step-free access.

The practice has five GP partners, (4 female and 1 male) one training doctor (GP registrar), two practice nurses, a healthcare assistant, a practice manager, an assistant practice manager and six staff who carry out reception and administrative duties. There is a dispensary within the practice; this is managed by a practice medicines manager, supported by eight dispensing staff.

Surgery opening times at the practice are between 8:00am and 6:30pm Monday to Friday.

The service for patients requiring urgent medical attention out-of-hours is provided by Cumbria Health On Call Limited (CHOC).

## Why we carried out this inspection

We undertook a focused inspection of Caldbeck Surgery on 3 July 2015. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 6 November 2014 had been made. We inspected the practice against one of the five questions we ask about services: is the service safe. This is because the service was not meeting some legal requirements.

## How we carried out this inspection

We carried out a desk top review on 3 July 2015. We spoke with the practice manager and we also looked at records the practice maintained in relation to the provision of services.

# Are services safe?

## Our findings

### Medicines Management

When we inspected the practice in November 2014 we identified some concerns in relation to medicines management arrangements.

- Staff told us that repeat prescriptions were signed by GPs at the end of the day. This meant that some medicines were dispensed before the GP checked and signed to confirm that the prescription was correct;
- We saw there was a system in place for reviewing hospital discharge letters. These were scanned and sent to the GP on duty. We were told that sometimes the GP would make any necessary changes to patients' medication records. However, sometimes the task of

updating medication records was delegated to the medicines manager. There was no system to ensure that these changes to medicines records were made correctly.

During the inspection in July 2015 we found the practice had implemented effective arrangements which ensured that all prescriptions were checked and signed by a GP before any medicines were dispensed. A revised protocol had been put into place and shared with staff and patients.

The practice had updated arrangements for making changes to patients' medication records. A revised standard operating procedure (SOP) had been established and issued to all relevant staff. The medicines manager continued to make any changes to medication records but all changes were also checked and approved by a GP.