

Newport Surgery

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

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Overall summary

Letter from the Chief Inspector of General Practice

On the 14 December 2015, we carried out a comprehensive inspection at Newport Surgery, under its previous name of Dr Lort and Partners. Overall the practice was rated as good, with effective, caring responsive and well-led all rated as good.

It was rated as requires improvement for providing safe services. This was because there weren't suitable procedures to track prescription stationery through the practice, and this wasn't always stored securely. In relation to this, the practice was issued with a requirement notice for improvement. We also made advisory comments relating to the security of the arrangements for collecting medicines at the post-office collection point as well as noting that there was no risk assessment of medicines stored in the unlocked treatment room or in relation to the Control of Substances Hazardous to Health.

After this inspection the practice sent us an action plan that identified how they would achieve the

improvements and the date when they would be completed. We then carried out an announced focused inspection at Newport Surgery on 28th July 2016 to check that the necessary improvements had been made.

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

- There were suitable arrangements to track prescription stationery through the practice. This was stored securely.
- A robust risk assessment and remedial actions had been carried out in relation to the medicines that were collected at the post office.
- Medicines were no longer stored in the unlocked treatment room.
- A risk assessment had been carried out in relation to the Control of Substances Hazardous to Health.

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?

- Prescription stationery was tracked through the practice and was stored securely.
- The security of the medicines arrangements at the post office prescription collection point had been reviewed.
- Medicines that were stored in the unlocked treatment room were now stored safely.
- A risk assessment had been carried out in relation to the Control of Substances Hazardous to Health.

Good



Newport Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

a lead CQC inspector.

Background to Newport Surgery

Newport Surgery is situated in Newport, Essex. It provides GP services to approximately 8050 patients living in Newport, Saffron Walden, Elsenham and surrounding villages. It is one of 38 practices commissioned by the West Essex Clinical Commissioning Group.

The practice holds a General Medical Services contract (GMS) with the NHS. This contract outlines the core responsibilities of the practice in meeting the needs of its patients through the services it provides.

The practice population has a comparable number of children aged 0 to 18 years than the England average. It has an increased number of patients aged over 65 years and over 75 years. Economic deprivation levels affecting children and older people are much lower than England average, as are unemployment levels. The life expectancies of men and women are higher than national averages. There are more patients on the practice's list that have long standing health conditions and there are slightly more patients with a caring responsibility than the England average.

The practice is governed by a partnership of three partners, two of which are male GPs and one of which is female. The partners are supported by three female salaried GPs. The

practice also employs two practice nurses, a health care assistant and a phlebotomist. Administrative support consists of two part-time practice managers, as well as a number of reception and administrative staff.

Newport Surgery is a dispensing practice. The dispensary is open from 8:00am – 6:15pm Mondays to Fridays and dispenses medicines to patients who live more than one mile from a pharmacy. There are four dispensers who work at the dispensary.

The phone lines to the practice are open between 8:00am and 6:30pm every weekday. Morning appointments are from 8:10am to 12:00pm and afternoon surgery times are from 2:30pm until 5:00pm Monday to Friday. Appointments are available later than this time in the event of an emergency.

Pre-bookable appointments are available on a Saturday at Saffron Walden Community Hospital and also Dunmow Clinic. The practice is participating in the Prime Minister's Challenge Fund in order to improve access to GP services.

The practice has opted out of providing 'out of hours' services which is now provided by Partnership of East London Co-operatives (PELC), another healthcare provider. Patients can also contact the NHS 111 service to obtain medical advice if necessary.

Why we carried out this inspection

We inspected this service as a follow up inspection to check the provider has made improvements to meet 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.

Detailed findings

How we carried out this inspection

Before visiting, we reviewed the action plan sent to us by the provider. We then carried out an announced visit on 28 July 2016. During our visit we:

- Spoke with the two practice managers
- Reviewed records including a risk assessment and an action plan.

We revisited the following question:

- Is it safe?

Are services safe?

Our findings

Medicines Management

At our last inspection, we found that blank prescription forms for use in printers and those for hand written prescriptions were not handled in accordance with national guidance as they were not tracked through the practice and kept securely at all times. This was no longer the case. A note was taken of the serial number of the prescription stationery when this was delivered, and details were recorded as to which clinician these had been issued to. Prescription stationery was stored securely at all times.

The practice had made arrangements for older residents in a neighbouring village to collect their dispensed medicines at the post office. Since the last inspection, the practice had reviewed these arrangements and put systems in place to ensure that this practice was safe.

At our last inspection, we advised that the practice should carry out a risk assessment of the medicines stored in the unlocked treatment room. The provider has since changed their storage arrangements, and these medicines are now kept securely.

Monitoring risks to patients

Since the last inspection, the practice has carried out a risk assessment in relation to the Control of Substances Hazardous to Health to mitigate the risks of hazardous products stored at the practice.