

The Grove Surgery

Quality Report

Farthing Grove,
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Milton Keynes,
Buckinghamshire,
MK6 4NG

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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 previously carried out an announced comprehensive inspection of The Grove Surgery on 19 January 2016. A breach of legal requirements was found. After the comprehensive inspection, the practice wrote to us and submitted an action plan outlining the actions they would take to meet legal requirements in relation to;

- Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 – safe care and treatment.

From the inspection on 19 January 2016, the practice were told they must:

- Ensure that patients' medication is kept under review to minimise risks associated with taking medicines that require monitoring.

From the inspection on 19 January 2016, the practice were told they should:

- Risk assess stocks of emergency medicines kept to ensure they are suitable to enable the practice to respond appropriately to a medical emergency.

We undertook a focused inspection at The Grove Surgery on 23 August 2016 to check that they had followed their plan and to confirm that they now met legal standards and requirements. This report only covers our findings in relation to those areas found to be requiring improvement. You can read the report from our last comprehensive inspection, by selecting 'all reports' link for The Grove Surgery on our website at www.cqc.org.uk

We found that on the 23 August 2016 the practice now had improved systems and we found the following key findings:

- Practice specific protocols and procedures had been developed to manage risks to patients taking medicines that require routine monitoring.
- Systems to ensure that patients taking these medicines were receiving appropriate and timely checks had been effectively implemented.
- Risk assessments in relation to emergency medicines had been undertaken and appropriate stocks of emergency medicines were kept.

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?

At our comprehensive inspection on 19 January 2016, we identified a breach of legal requirement.

Improvements were needed to some processes and procedures to ensure the practice provided safe services, in particular relating to the safe management of patients taking medicines that required regular monitoring.

During our focused inspection on 23 August 2016 we found the practice had taken action to improve and the practice is rated as good for providing safe services.

- Systems had been implemented to ensure that patients were recalled routinely, received appropriate checks and managed appropriately.
- The practice had considered the risk in relation to emergency medicines and we saw evidence that the practice held appropriate stocks of emergency medicines which were routinely checked to ensure they were within their expiry dates.

Good



The Grove Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

The focused inspection was undertaken by a CQC Lead Inspector and a GP specialist advisor.

Background to The Grove Surgery

The Grove Surgery provides a range of primary medical services from purpose built accommodation in its location at Farthing Grove, Netherfield, Milton Keynes, MK6 4NG. The practice serves a population of approximately 7,000 patients with higher than average populations of both males and females aged 0 to 49 years and lower than average populations aged 50 to 85 years. Patients under the age of 18 equate to almost 30% of the practice's overall patient population. National data suggests that the practice is in an area of high deprivation with higher than average unemployment rates.

The clinical staff team consists of two male and two female GP partners, one male salaried GP, one advanced nurse, two independent nurse prescribers and a health care assistant. The team is supported by a practice manager, patient services manager and a team of administrative support staff. The practice performs minor surgical procedures as part of its NHS contract.

The practice is open from 8am to 6.30pm Monday to Friday. Appointments are available from 8.30am to 5.30pm Monday to Friday. The practice operates extended hours on Saturdays between 8.15am and 10.30am. Patients requiring a GP outside of normal hours are advised to phone the NHS 111 service.

Why we carried out this inspection

We carried out a focused inspection of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The 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.

How we carried out this inspection

Before our inspection, we asked the provider to submit information and evidence to demonstrate the actions they had taken to address the breach of legal requirement and areas requiring improvement we identified during our comprehensive inspection on 19 January 2016. We carried out an announced focused inspection on 23 August 2016.

During our inspection we:

- Reviewed protocols and procedures developed to ensure the safe management of patients taking medicines that required regular monitoring and review.
- Spoke to staff involved in recalling and monitoring these patients.
- Reviewed records of patients taking medicines that required regular monitoring and review.

To get to the heart of patients' experiences of care and treatment, we always ask the following five questions:

- Is it safe?
- Is it effective?

Detailed findings

- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

However, during our focused inspection we only asked questions relating to safety.

Are services safe?

Our findings

Overview of safety systems and processes

The practice had clearly defined and embedded systems, processes and practices in place to keep patients safe, which included:

- The arrangements for managing medicines, including emergency medicines and vaccines, in the practice kept patients safe (including obtaining, prescribing, recording, handling, storing, security and disposal). Processes were in place for handling repeat prescriptions which included the review of high risk medicines.

We previously found that the system for managing patients taking medicines that require regular monitoring needed strengthening. Following our inspection on 19 January 2016, the practice submitted evidence of new protocols and procedures for managing these patients.

During our inspection on 23 August 2016, we saw that these protocols and procedures had been effectively implemented to ensure risks to patient safety were

reduced. We saw that the health care assistant maintained a log of all patients taking medicines that required regular monitoring which was reviewed daily. Evidence we reviewed demonstrated that patients received timely recalls, appropriate checks and regular monitoring.

Arrangements to deal with emergencies and major incidents

- The practice had adequate arrangements in place to respond to emergencies and major incidents.
- We previously looked at the emergency medicines available at the practice and found that the practice had not risk assessed the absence of some medicines. For example, the practice did not have emergency medicines available in line with risks associated with an intrauterine device (coil) fitting and minor surgery.
- Evidence we were sent prior to our follow up inspection verified that the practice had reviewed their stock of emergency medicines and that all appropriate medicines were available. We saw on the day of our focused inspection that the emergency medicines stocked were appropriate to the needs of the practice.