

# Dr. D. Colvin & Dr. O. B. Isinkaye

## Quality Report

The Surgery,  
37 Ongar Road,  
Abridge,  
Romford,  
Essex RM4 1UH  
Tel: 01992 812 961  
Website: [www.abridgesurgery.co.uk](http://www.abridgesurgery.co.uk)

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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.

# Summary of findings

## Ratings

Are services safe?

Good



# Summary of findings

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# Summary of findings

## Overall summary

We carried out a follow up inspection of Dr D. Colvin and Dr O. B. Isinkaye (also known as Abridge Surgery). The purpose of the inspection was to check the practice had addressed regulatory breaches identified during their last comprehensive inspection conducted on 21 October 2014.

We found the practice had reviewed their systems for assessing and monitoring the quality of service they provided. The practice had introduced systems and

processes to ensure medication was in date and appropriately stored. Patient directives were appropriately completed and endorsed by clinical staff to ensure the safe and appropriate administration of medicines that can be injected. The practice had revised their contingency arrangements to ensure plans were in place to manage unforeseeable disruptions that may occur to the service.

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

Risks to patients were assessed and well managed. The practice had introduced systems and processes to ensure medication was in date and appropriately stored. Patient directives were appropriately completed and endorsed by clinical staff to ensure the safe and appropriate administration of medicines that can be injected. The practice had revised their contingency arrangements to ensure plans were in place to manage unforeseeable disruptions that may occur to the service.

**Good**



# Summary of findings

## What people who use the service say

We did not speak to patients during our follow up inspection.

# Dr. D. Colvin & Dr. O. B. Isinkaye

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection team consisted of a CQC Lead Inspector.

### Background to Dr. D. Colvin & Dr. O. B. Isinkaye

Abride Surgery is located in the village of Abridge, Essex. It accepts patients from Abridge and neighbouring settlements such as Stapleford Abbotts, Lambourne End and Stapleford Tawney. The practice provides services to approximately 3650 patients living in the area. It is situated in a single storey building neighbouring the village hall. The practice benefits from a visiting dietician and patients can access a range of community health services in neighbouring villages and towns.

The practice is a partnership between two male GPs. They employ three regular locum GPs, all female, to cover GPs leave and Friday surgeries, and the practice has two practice nurses.

The practice morning appointments may be booked on the day and afternoon appointments may be booked up to four weeks in advance. Emergency appointments are available in the afternoon and the clinical staff are available to call back patients should they have a telephone enquiry.

Abride Surgery does not provide an out-of-hours service to its own patients but has alternative arrangements for patients to be seen when the practice is closed.

### Why we carried out this inspection

We inspected this service to check the provider's compliance with the Health and Social Care Act 2008. Our inspections are conducted under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions.

This 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.

We carried out a follow up inspection of Dr D Colvin and Dr O. B Isinkaye (also known as Abridge Surgery). The purpose of the inspection was to check the practice had addressed regulatory breaches identified during their last comprehensive inspection conducted on 21 October 2014.

### How we carried out this inspection

We carried out a follow up inspection of Dr D Colvin and Dr O. B Isinkaye (also known as Abridge Surgery) The purpose of the inspection was to check the practice had addressed regulatory breaches identified during their last comprehensive inspection conducted on 21 October 2014.

During our visit we spoke with the practice manager, deputy manager and practice nurse. We conducted a tour of the practice nurses room and reviewed documentation.

# Are services safe?

## Summary of findings

We found the practice had reviewed their systems for assessing and monitoring the quality of service they provided. The practice had introduced systems and processes to ensure medication was in date and appropriately stored. Patient directives were appropriately completed and endorsed by clinical staff to ensure the safe and appropriate administration of medicines that can be injected. The practice had revised their contingency arrangements to ensure plans were in place to manage unforeseeable disruptions that may occur to the service.

## Our findings

### Medicines management

The practice had revised their policy for the storage of non-controlled medicines and vaccines. A practice nurse has been appointed to take responsibility for the management of stock and prepared monthly stock reports which were reviewed with the practice manager. We reviewed the last three medicines monthly stock reports. The practice manager explained how they jointly ensured medicines were in date and appropriately stored.

The practice nurses administered vaccines using directions that had been produced in line with legal requirements and national guidance. We looked at Hepatitis A vaccine directives and spoke with the practice nurse who confirmed she had read and endorsed the directives to ensure the safe and appropriate administration of medicines that can be injected. Copies of the directives were retained by the practice nurses and lead GP. The practice manager also conducted additional checks with staff to ensure the documents were appropriately completed.

### Arrangements to deal with emergencies and major incidents

The practice had revised their business continuity plan following their comprehensive inspection in October 2014. Previously we found the plans lacked sufficient detail to ensure continuity of services in the event of disruption to the premises or business. We reviewed the new plan and found that it identified a range of emergencies that may impact on the daily operation of the practice. Each risk was rated and mitigating actions recorded to reduce and manage the risk such as the ability to continue to conduct patient consultations as staff were able to access patient medical records remotely. Risks identified included power failure, adverse weather, unplanned sickness and access to the building. The document also contained relevant contact details for staff to refer to. For example, contact details of a heating company to contact if the heating system failed.