

Danbury Medical Centre

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.

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Overall summary

A focused inspection to follow up on concerns about the practice was carried out on 04 November 2014.

Our key findings were as follows:

- The provider had appropriate arrangements in place for the management of medicines.
- Medicines stored in the dispensary were under the control of qualified dispensary staff during opening hours. However, there was no door separating the dispensary area from the rest of the practice. Medicines could therefore be accessed by non-clinical staff and unauthorised people even when the dispensary was closed. Controlled drugs were stored appropriately and access restricted to qualified dispensary staff. Controlled drugs are medicines that the law requires are stored in a special cupboard and their use recorded in a special register.
- Blank prescription forms were left in printer trays overnight and when consulting rooms were unoccupied. These could therefore be accessible to unauthorised people and used fraudulently to obtain medicines.
- There was a comprehensive range of standard operating procedures for staff to follow and these had recently been reviewed and updated.

Summary of findings

- Dispensing staff working at the practice had received training to undertake dispensing tasks. We saw evidence that dispensary staff had annual appraisals of their performance.

There were also areas of practice where the provider needs to make improvements.

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Summary of findings

Areas for improvement

Action the service **SHOULD** take to improve

There were areas of practice where the provider needs to make improvements.

The provider should:

- Improve the security of medicines by restricting access to the dispensary to authorised staff only.
- Consider guidance issued by NHS England about the security of blank prescription forms.

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Detailed findings

Our inspection team

Our inspection team was led by:

A pharmacist.

Why we carried out this inspection

Before the inspection we received information which raised concerns about the dispensing practices. We were concerned that the way the dispensing staff carried out

their dispensing practices were unsafe and may put patients at risk of receiving incorrect medicines. We were also told that the procedures for the handling and disposal of controlled drugs were also unsafe.

How we carried out this inspection

We carried out an unannounced focussed visit on 04 November 2014. During our visit we spoke with the practice manager and the dispensary manager. We also observed practices in the dispensary, looked at the Standard Operating Procedures for dispensing practice and reviewed staff records.

Are services safe?

Our findings

We looked at all areas where medicines were stored, and spent time in the dispensary observing practices, talking with staff and looking at records. We noted the dispensary was tidy and operated calmly with adequate staffing levels.

We looked at the arrangements in place for the security of medicines. We found that medicines which required cool storage were stored appropriately. However, there was no door separating the dispensary area from the rest of the practice. Medicines could therefore be accessed by non-clinical staff and unauthorised people even when the dispensary was closed. This included contract cleaners who had unsupervised access to the dispensary overnight. Arrangements for the secure storage of blank prescription forms were inadequate. We noted blank prescription forms could be accessed by any members of staff and patients in a number of areas within the practice. However, there were good arrangements for the recording of serial numbers of both prescription pads and prescription forms issued to consulting rooms.

We looked at the arrangements for the storage, recording and disposal of controlled drugs and found we could account for them in line with records. Controlled drugs are medicines that the law requires are stored more securely and recorded separately.

We found there was a comprehensive range of standard operating procedures for staff to follow and that these were regularly reviewed and updated.

We found that dispensing staff working at the practice had received training to undertake dispensing tasks. We saw evidence that dispensary staff had annual appraisals of their performance. We were therefore assured that patients were dispensed their medicines by suitably qualified and competent staff.

The practice manager told us that there were plans for a new build for the practice which would improve the security of medicines in the future. The dispensary manager told us about improvements planned for the reviews of medicines people take.