

Dr Little, Dr Lingutla & Dr Corbett

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

We carried out an announced comprehensive inspection of this practice on 17 July 2016. A breach of legal requirements was found. After the comprehensive inspection the practice wrote to us to say what they would do to meet the following legal requirements set out in the Health and Social Care Act (HSCA) 2008:

- Regulation 12 HSCA 2008 (Regulated Activities) Regulations 2010 Safe care and treatment.

Care and treatment was not provided in a safe way for service users because some aspects of the management of medicines were unsafe.

Specifically:

Prescriptions must be checked and signed by GPs before medicines are dispensed and issued to patients

The arrangements for storing and recording controlled drugs must be reviewed and strengthened to comply with schedule 2 of the Misuse of Drugs (Safe Custody) Regulations 1973

We undertook this focused inspection on 26 October 2016 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 Park Lane Surgery on our website at www.cqc.org.uk

Our key findings were as follows:

- Care and treatment was provided in a safe way for service users through the proper and safe management of medicines for the purposes of the regulated activity.

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.

At this visit we checked to ensure medicines were handled safely.

There had been concerns at the previous inspection about the way that medicines were managed. At this inspection we saw that improvements had been made to address the issues.

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Summary of findings

What people who use the service say

We did not speak to any patients during this focused inspection.

Dr Little, Dr Lingutla & Dr Corbett

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC pharmacist inspector carried out this focused inspection.

Background to Dr Little, Dr Lingutla & Dr Corbett

Dr Little, Dr Lingutla & Dr Corbett (also known as Park Lane Surgery) is located in Redmarshall Street, Stillington, Stockton On Tees, Cleveland. The practice is a dispensing practice situated in a rural area on the outskirts of Stockton and is a purpose built surgery. There is parking available at the practice and there is another small car park opposite the practice. The practice covers a large catchment area of a 40 mile radius with a mixed rural and urban population. Many of the patients live within walking distance of the practice and there is some access to public transport.

There are 4390 patients on the practice list. The practice scored eight on the deprivation measurement scale, the deprivation scale goes from one to ten, with one being the most deprived. People living in more deprived areas tend to have a greater need for health services.

There are two GPs, one female and one male. Another partner recently left and the practice has been able to recruit a new partner who will start in August. There are two practice nurses one of which a nurse prescriber and one health care assistant (HCA) (all female). There is a practice manager, dispensary and administrative staff.

The practice is a teaching practice (Teaching practices take medical students and training practices have GP trainees and F2 doctors). One of the GPs is undertaking further training to enable the practice to provide a placement for GP trainees.

The practice is open from 8am to 6pm, Monday to Friday. The practice provides some early morning appointments with one of the GPs providing 8am appointments. Appointments can be booked by walking into the practice, by the telephone and on line. Patients requiring a GP outside of normal working hours are advised to contact the GP out of hour's service provided by Northern Doctors via the NHS 111 service. Arrangements had been made for Northern Doctors to answer emergency calls between 6pm and 6.30pm. The practice holds a General Medical Service (GMS) contract.

Why we carried out this inspection

We undertook an announced focused inspection of Park Lane Surgery on 26 October 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 19 July 2016 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.

Detailed findings

How we carried out this inspection

We carried out an announced visit on 26 October 2016.

We spoke with staff from the practice that were involved with or had responsibility for the management of medicines. We looked at records the practice maintained in relation to the provision of services.

Are services safe?

Our findings

Medicines Management

The arrangements for managing medicines in the practice kept patients safe.

At the visit we looked at the way requests were made for repeat prescriptions and found that staff dealt with requests for repeat prescriptions in a timely way. Systems were in place for reviewing and re-authorising repeat prescriptions, providing assurance that prescribed medicines always reflected patients' current clinical needs.

Dispensing staff at the practice were aware prescriptions should be signed before being dispensed. For those prescriptions not signed before they were dispensed they were able to demonstrate these were risk assessed and a process was followed to minimise risk. We observed this process was working in practice. Staff showed us the standard operating procedures for managing medicines (these are written instructions about how to dispense medicines safely) and we saw they had been reviewed to reflect current practice.

At this visit, we found that controlled drugs were now stored securely and accounted for accurately. At our last inspection, we found that the practice held stocks of controlled drugs (medicines that require extra checks and special storage arrangements because of their potential for misuse) and had in place standard procedures that set out how they were managed. However, practice staff were not correctly following these procedures. After our visit, the practice arranged for the accountable officer from the Clinical Commissioning group to visit the practice and destroy all excess stock identified at our last inspection. All current stock was transferred to a new register. Staff were now keeping accurate records. This issue had been addressed.

Any errors were logged as incidents and investigated and we saw that staff discussed the near miss and error log at monthly dispensary meeting for the purpose of review and learning from incidents.

Emergency medicines were easily accessible to staff and all staff knew of their location. Since our last visit the practice had reviewed, the emergency medicines kept and now had a supply of oxygen with adult and paediatric masks.