

Fishermead Medical Centre

Quality Report

Fishermead Boulevard,
Milton Keynes,
MK6 2LR

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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

Contents

Summary of this inspection

	Page
Overall summary	2
The five questions we ask and what we found	3
The six population groups and what we found	4

Detailed findings from this inspection

Our inspection team	5
Background to Fishermead Medical Centre	5
Why we carried out this inspection	5
How we carried out this inspection	5
Detailed findings	6

Overall summary

Letter from the Chief Inspector of General Practice

We previously carried out an announced comprehensive inspection of this practice on 11 February 2015. A breach of legal requirements was found. After the comprehensive inspection, the practice wrote to us to say what they would do 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 11 February 2015, the practice were told they must:

- Ensure a coordinated approach to medicines management and that a system is in place to record the amount and type of medicines and vaccinations kept at the practice. All medicines and medical consumables, including those kept with emergency equipment, must be within their expiry dates and stored appropriately.

We undertook a desk top based focused inspection at Fishermead Medical Centre on 14 June 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 requirements found to be requiring improvement. You can read the report from our last comprehensive inspection, by selecting 'all reports' link for Fishermead Medical Centre on our website at www.cqc.org.uk

We found that on the 14 June 2016 the practice now had improved systems in place.

- Practice specific protocols and procedures had been developed and implemented to manage risks associated with the handling and storage of medicines.
- Systems to ensure that medicines were checked, stored securely and managed appropriately had been implemented and adhered to.

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 11 February 2015, we identified a breach of legal requirement. Improvements were needed to processes and procedures to ensure the practice provided safe services, in particular relating to the safe management and storage of medicines. During our desk based focused inspection on 14 June 2016 we found the practice had taken action to improve and the practice is rated as good for providing safe services.

Systems to ensure that medicines were checked, stored securely and managed appropriately were adhered to. We saw evidence that all medicines and medical consumables were routinely checked to ensure they were within their expiry dates and records of stock were held.

Good



Summary of findings

The six population groups and what we found

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

Older people

Following our comprehensive inspection on 11 February 2015 we rated the practice as good for the population group of older people. We did not review any evidence during our desk based focussed inspection to alter this rating.

Good



People with long term conditions

Following our comprehensive inspection on 11 February 2015 we rated the practice as good for the population group of people with long-term conditions. We did not review any evidence during our desk based focussed inspection to alter this rating.

Good



Families, children and young people

Following our comprehensive inspection on 11 February 2015 we rated the practice as good for the population group of families, children and young people. We did not review any evidence during our desk based focussed inspection to alter this rating.

Good



Working age people (including those recently retired and students)

Following our comprehensive inspection on 11 February 2015 we rated the practice as good for the population group of working age people (including those recently retired and students). We did not review any evidence during our desk based focussed inspection to alter this rating.

Good



People whose circumstances may make them vulnerable

Following our comprehensive inspection on 11 February 2015 we rated the practice as good for the population group of people whose circumstances may make them vulnerable. We did not review any evidence during our desk based focussed inspection to alter this rating.

Good



People experiencing poor mental health (including people with dementia)

Following our comprehensive inspection on 11 February 2015 we rated the practice as good for the population group of people experiencing poor mental health (including people with dementia). We did not review any evidence during our desk based focussed inspection to alter this rating.

Good



Fishermead Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

The desk based focussed inspection was completed by a CQC Lead Inspector.

Background to Fishermead Medical Centre

Fishermead Medical Centre provides a range of primary medical services from a purpose built premises at Fishermead Boulevard, Milton Keynes, MK6 2LR.

The practice is neither a training nor dispensing service. The practice serves a population of approximately 6,400. The area served is slightly more deprived compared to England as a whole. The practice population is ethnically mixed, covering 55 languages from Europe and Africa in particular.

The practice serves a significantly above average population between the ages of 0 to 9 and 20 to 39 and a lower than average population over the age of 40.

The clinical staff team includes three male GP partners, two female practice nurses and a health care assistant. The team is supported by a practice manager and nine administration, reception and medical secretary staff.

Why we carried out this inspection

We carried out a desk based focussed 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 action they had taken to address the breach of legal requirement we identified during our comprehensive inspection on 11 February 2015. We carried out an announced desk based focused inspection on 14 June 2016.

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

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

However, during our desk based focussed 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 and safeguarded from abuse, 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).

We previously found that there was no system in place to record the amount and type of medicines (including vaccinations) kept at the practice. This included the absence of an inventory of incoming and outgoing medicines and vaccinations. Although all the vaccines we looked at were within their expiry dates, two medicines and some medical consumables such as syringe needles were beyond their expiry dates. Other medical consumables such as a syringe were stored out of their sterile packaging.

Evidence we were sent for our desk based follow up inspection verified that the practice had implemented

systems to record and monitor stocks of medicines held. Evidence submitted demonstrated that newly developed procedures ensured that expiry dates were checked routinely and that all items were stored appropriately.

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 medical equipment and drugs available at the practice including adrenaline and a defibrillator. Documented checks on the contents were available. All of the emergency drugs were within their expiry dates. However, some items such as an airway tube, gloves, an adult nebuliser mask and syringe needles were beyond their expiry dates. This was not detected by the checks staff documented.

Evidence we were sent for our desk based follow up inspection verified that the practice had implemented systems to ensure emergency medicines and equipment, including medical consumables, were routinely checked to ensure they were in date and stored securely.