

# Colchester Medical Practice

## Quality Report

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Colchester

Essex

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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

On 12th December 2016 we carried out a comprehensive announced inspection at Colchester Medical Practice. We rated the practice as good overall and good for providing effective, caring, responsive and well-led services. We rated the practice as requires improvement for providing safe services and a requirement notice was served. This was because there was not a clear system in place to monitor patients taking high risk medicines.

We identified that there were two areas where the practice should make improvements: we advised that the provider should implement a system to review the health care needs of patients who did not collect their prescriptions and further, in the caring key question, we advised that the provider should offer a carer's health check.

The full comprehensive report on the December 2016 inspection can be found by selecting the 'all reports' link for Colchester Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was a desk-based review carried out on 12th June 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 12th December 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice continues to be rated as good and safe is now rated as good.

Our key findings were as follows:

- Patients taking high-risk medicines are now monitored through a system of audit, recall and regular checks.
- There were measures in place to identify patients who had not collected their repeat prescriptions.
- Although the provider did not offer a routine carer's healthcheck, carers were identified on the practice computer systems and referred to the Care Advisor for support and advice.

### 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 inspection of 12th December 2016, the practice was rated as requires improvement for providing safe services. It is now rated as good.

- At our inspection in December 2016, we found improvements were required to ensure that patients taking high risk medicines were effectively reviewed before a repeat prescription was authorised.
- Systems were now in place to audit, identify and recall patients who took high risk medicines and needed blood tests.
- The practice now monitored uncollected prescriptions.

**Good**



# Colchester Medical Practice

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

This was a desk-based review, whereby we looked at evidence provided by the practice.

## Background to Colchester Medical Practice

Colchester Medical Practice is located in Colchester, Essex. The main location is situated at 78 East Hill, Colchester and is also known as Castle Gardens Medical Practice. There are two further branch surgeries: Shrub End Surgery, located at 122 Shrub End Road, Colchester and also Wimpole Road Surgery, located at 52 Wimpole Road Colchester.

Colchester Medical Centre, comprising of the three practices, provides GP services to approximately 24,500 patients living in Colchester.

The practice population has a higher number of children aged under 18 years compared to the local average, and fewer patients aged over 65 years of age. Unemployment levels are higher than the local and national average. The life expectancy of male and female patients is lower than the local and national average by one year. The number of patients on the practice's list that have long standing health conditions is lower than that of the locality and also of the rest of England.

Colchester Medical Practice is governed by a partnership of seven GPs, four of which are female and three male. There are also two female and one male salaried GPs working at

the practice, as well as a registrar (a registrar is a qualified doctor who is training to become a GP). The nursing team comprises of a nurse practitioner, three practice nurses and two healthcare assistants.

The practice management comprises of an operations manager, a business manager and a finance manager. The management team is supported by a surgery supervisor as well as a number of full-time and part-time administrative and reception staff.

The practice is open from 8am until 6.30pm from Monday to Friday. Open access appointments are available every weekday morning for patients who present at the practice without a pre-booked appointment. All patients that arrive between 8.30am until 10am on a weekday morning will be seen by a GP or nurse practitioner, as appropriate. Afternoon surgeries are from 4pm until 6pm on a weekday for patients who have booked an appointment. Later appointments are available from 6.30pm until 7.30pm on a Tuesday and Wednesday and earlier at 7am until 8am on a Thursday. Patients are required to pre-book for these appointments.

## Why we carried out this inspection

We previously carried out a comprehensive inspection of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The most recent inspection was planned to check whether the provider had made improvements that had been identified at our previous inspection of 12 December 2016.

# Detailed findings

## How we carried out this inspection

We carried out a desk-based focused inspection of Colchester Medical Practice on 12th June 2017. This involved reviewing evidence that:

- The practice carried out a monthly audit to identify patients taking high-risk medicines who were due their blood tests.
- Appropriate action was being taken when patients were identified as needing further monitoring.
- Uncollected prescriptions were being checked to ensure the welfare of relevant patients.

# Are services safe?

## Our findings

### Overview of systems and processes

At our previous inspection, our searches of the practice's computer system identified that there were not appropriate procedures in place to monitor patients taking high risk medicines.

The evidence provided at our inspection of 12 June 2017 demonstrated that this was no longer the case. The provider now had a system whereby patients who were

prescribed high-risk medicines were audited on a monthly basis. When it was identified that a patient required blood tests to ensure that medicines were prescribed safely, appropriate action was taken, be this contacting the patient or laboratory. This system was underpinned by relevant policies and procedures.

Further, the provider now had a system in place to check that if a patient failed to collect a repeat prescription, they were identified and contacted. There was a monthly check of uncollected prescriptions at all three sites.