

Montpelier Surgery

Quality Report

2 Victoria Road

Brighton

East Sussex

BN1 3FS

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Website: www.montpeliersurgery.co.uk

Date of inspection visit: 22 March 2017

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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

The practice is rated good overall and good for providing safe services.

We carried out an announced comprehensive inspection of this practice on 15 September 2016. The overall rating for the practice was good. However, a breach of legal requirements was found during that inspection within the safe domain. After the comprehensive inspection, the practice sent us an action plan detailing what they would do to meet the legal requirements. We conducted a focused inspection on 22 March 2017 to check that the provider had followed their action plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements.

During our previous inspection on 15 September 2016 we found the following area where the practice must improve:

- Establish appropriate security and tracking of blank prescriptions for use in printers.
- Conduct regular fire drills.

Our previous report also highlighted the following areas where the practice should improve:

- Continue to identify patients within the practice who are also carers.

- Ensure drug safety updates are acted upon in a timely manner, in accordance with practice policy.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link on our website at www.cqc.org.uk

During the inspection on 22 March 2017 we found:

- Arrangements were in place for the safe security and tracking of prescriptions
- The practice conducted regular fire drills in accordance with practice policy.

We also found the following in relation to the areas where the practice should improve:

- The practice was taking steps to identify patients within the practice who were also carers. There was information about services available to carers in the practice waiting room and on the website. Carers information packs were available at reception. The numbers of carers registered at the practice was now 72, which was an increase from 58 at the last inspection and represented more than 1% of the practice list.

Summary of findings

- Drug updates were acted upon in a timely manner in accordance with practice policy. There was lead GP responsible for cascading alerts and subsequent actions were recorded.

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 now rated good for delivering safe services.

At our last inspection on 15 September 2016 we found that safety systems and processes and monitoring risks to patients were not always assessed and well managed. This was in relation to security and tracking of blank prescriptions for use in printers and carrying out regular fire drills, in accordance with practice policy.

At this inspection, we found that the practice had implemented their action plan to ensure that these issues had been addressed and that arrangements for security and tracking of blank prescriptions were now safe. Fire drills were carried out regularly and in accordance with practice policy.

Good



Montpelier Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

The inspection was conducted by a CQC inspector.

Background to Montpelier Surgery

Montpelier Surgery is situated in Brighton, East Sussex and operates from:

Montpelier Surgery

2 Victoria Road

Brighton

East Sussex

BN1 3FS

The practice provides services for approximately 5,800 patients living within the Brighton area. The practice holds a General Medical Services (GMS) contract and provides GP services commissioned by NHS England. A GMS contract is one between the practice and NHS England where elements of the contract such as opening times are standard. The practice has significantly higher numbers of people of working age compared to the national average. Deprivation amongst children and older people is average overall when compared to the population nationally, however the local area has pockets of deprivation which can mean a greater need for health services. The practice has a higher than average number of lesbian, gay, bisexual and transgender (LGBT) patients.

As well as a team of two GP partners and two salaried GPs (three female and one male), the practice also has a practice nurse and a health care assistant. A practice manager is employed and there is a secretary, an information technology administrator and a team of receptionists.

Montpelier Surgery is open between 8am and 6.30pm on weekdays and appointments are available from 8am to 12pm and from 2.30pm to 5.50pm on weekdays, with some flexibility according to patient need. There are phone appointments available with GPs throughout the day according to patient need. Routine appointments are bookable up to three months in advance. Patients are able to book appointments by phone, online or in person.

Patients are provided with information on how to access the duty GP or the out of hours service (IC24) by calling the practice or by referring to its website.

The practice is registered to provide the regulated activities of diagnostic and screening procedures; treatment of disease, disorder and injury and maternity and midwifery services.

Why we carried out this inspection

We carried out a comprehensive inspection of this service under Section 60 of the Health and Social Care Act 2008 on 15 September 2016 as part of our regulatory functions. This inspection was planned to check whether the provider was 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.

Detailed findings

Breach of legal a requirement was found. As a result, we undertook a focused inspection on 22 March 2017 to follow up on whether action had been taken to deal with the breach.

How we carried out this inspection

During our visit we:

- Spoke with the practice manager.
- Reviewed practice documentation.

Please note that when referring to information throughout this report relates to the most recent information available to the CQC at that time.

Are services safe?

Our findings

At our last inspection on 15 September 2016 we found that safety systems and processes and monitoring risks to patients were not always assessed and well managed. This was in relation to security and tracking of blank prescriptions for use in printers and carrying out regular fire drills, in accordance with practice policy.

These arrangements had significantly improved when we undertook a follow up inspection on 22 March 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and process

At our last inspection we found blank prescriptions for use in printers were left in unlocked rooms during practice opening times. The practice did not have an adequate system in place for tracking their use.

During this inspection we found that the practice had updated its policy for ensuring the security of prescription stationery and that there was now a safe tracking system in place. Records were kept of the serial numbers of prescriptions issued to each GP. The practice had fitted combination locks to the doors of all rooms in the practice and these doors were kept locked when not in use in order to prevent theft.

Monitoring risks to patients

During our last inspection we found that a fire drill had not been carried out for three years.

During this inspection we saw records to show that fire drills had taken place in September 2016 and again in March 2017. The practice had a policy in place stating that fire drills must be carried out at least once in every 12 months.