

Frithwood Surgery

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

Contents

Summary of this inspection

	Page
Overall summary	2
The five questions we ask and what we found	3

Detailed findings from this inspection

Why we carried out this inspection	4
How we carried out this inspection	4
Detailed findings	5

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of this practice on 28 January 2016. During our inspection we found a breach of legal requirements relating to the management of medicines. After the comprehensive inspection, the practice wrote to us to say what they would do to meet the legal requirements in relation to meet Regulation 12 of the Health and Social Care Act (Regulated Activities) Regulations 2014 Safe care and treatment.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met the legal requirements. This report only covers our findings in relation to those requirements and should be read in conjunction with the full report. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Frithwood Surgery on our website at www.cqc.org.uk

We found the practice had made improvements since our last inspection on 28 January 2016 and they were meeting the regulation relating to the management of medicines that had previously been breached.

Specifically the practice was operating safe systems in relation to the management of medicines. This included:

- Ensuring the temperature of vaccine fridges were adequately recorded and monitored.
- Systems to monitor the use of handwritten prescription forms.
- Ensuring patient group directions were signed by a person authorised by the practice.
- In addition, the practice now ensures that internal management checks of controlled drugs are undertaken.

We have changed the rating for this practice to reflect these changes. The practice is now rated good for the provision of safe, effective, caring, responsive and well led services.

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 provider was providing safe services.

Since our last inspection in January 2016, systems had been put in place and embedded to ensure the management of medicines reflected national guidelines.

- Blank prescription forms were handled in accordance with national guidance and kept securely at all times.
- Refridgerator temperature were adequately recorded and monitored.
- There were systems and processes in place to ensure patient group directions were signed by a person authorised by the practice.

Good



Frithwood Surgery

Detailed findings

Why we carried out this inspection

We undertook an announced focused inspection of Frithwood Surgery on 31 August 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 28 January 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.

How we carried out this inspection

We did not revisit Frithwood Surgery as part of this review because the practice was able to demonstrate compliance without the need for an inspection. We reviewed information given to us by the practice, including examples of daily refrigerator temperature checks, a log of handwritten prescriptions which tracked prescriptions throughout the practice and patient group directions. We also spoke with the practice manager.

Are services safe?

Our findings

Management of medicines

During our comprehensive inspection on 28 January 2016, we found that the vaccine fridge temperature were not adequately recorded and monitored. We also found that there were no systems in place to monitor the use of handwritten prescription pads. Some patient group directions (PGDs) had not been signed by a person authorised by the practice.

Following the last inspection we received an action plan from the provider informing us of the action they had taken. The practice confirmed that they had taken appropriate action to ensure that appropriate systems were now in place ensuring the practice's management of medicines reflected national guidelines.

On 30 August 2016 the provider sent us evidence of revised systems to manage medicines and examples of these systems being embedded into the practice. For example:

- Blank handwritten prescription forms were handled in accordance with national guidance and the practice had records of handwritten prescriptions forms held in the practice

- Refridgerator temperatures were accurately recorded; this included current temperature and minimum and maximum temperatures.
- There were systems and processes in place to ensure PGDs were signed by a person authorised by the practice.

These actions had ensured that the practice was operating safe systems and was now ensuring that requirements relating to management of medicines were now being met.

Monitoring risks to patients

During our inspection on the 28 January 2016, we found that the practice had an area relating to monitoring risks to patients where they should make improvements. We advised the provider that they should ensure internal management checks of controlled drugs are undertaken.

On this inspection, the provider told us that internal checks of controlled drugs are undertaken by one of the GPs bi-monthly along with a member of the dispensary staff. The provider also sent us evidence to confirm this.