

St Augustines Medical Practice

Quality Report

Station Road
Keynsham
Bristol
BS31 2BN

Tel: 0117 9862343

Website: www.st-augustinessurgery.co.uk

Date of inspection visit: 10 August 2016

Date of publication: 02/09/2016

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

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

Detailed findings from this inspection

Our inspection team	4
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

In January 2016 a comprehensive inspection of St Augustines Medical Practice was conducted. The practice was rated as requires improvement for safe and good for effective, caring, responsive and well led. Overall the practice was rated as good. During that inspection we found concerns related to the management of blank prescription security and the systems in place to monitor this risk. The practice also needed to ensure all action was taken to mitigate risks in relation to fire evacuation procedures. The report setting out the findings of the inspection was published in April 2016. Following the inspection we asked the practice to provide an action plan detailing how they would improve on the areas of concern.

We visited the practice and carried out an announced focused inspection of St Augustines Medical Practice on 10 August 2016 to ensure the changes the practice told us they would make had been implemented and to apply an updated rating.

We found the practice had made significant improvement since our last inspection on 27 January 2016. At this inspection we rated the practice as good for providing safe services. The overall rating for the practice remains good. For this reason we have only rated the location for the key question to which this related. This report should be read in conjunction with the full inspection report of 27 January 2016.

At this inspection we found:

- Risks to patients were assessed and well managed.
- Systems were in place to monitor and ensure the security of blank prescriptions.

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.

Good



- There was an effective system in place for reporting and recording significant events
- Lessons were shared to make sure action was taken to improve safety in the practice.
- When there were unintended or unexpected safety incidents, patients received reasonable support, truthful information, a verbal and written apology. They were told about any actions to improve processes to prevent the same thing happening again.
- The practice had clearly defined and embedded systems, processes and practices in place to keep patients safe and safeguarded from abuse.
- Risks to patients were assessed and well managed. The practice had introduced a new policy and process for management of blank prescriptions and shared this across the practice team.
- The practice had liaised with the local Fire safety service and introduced a number of improvements to mitigate any risks in relation to fire evacuation procedures and the safety of the premises.

St Augustines Medical Practice

Detailed findings

Our inspection team

Our inspection team was led by:

Our follow up inspection was an announced visit by a CQC Lead Inspector.

Why we carried out this inspection

We carried out a comprehensive inspection on 27 January 2016 and published a report setting out our judgements. We undertook a focused follow up inspection on 10 August 2016 to check that the practice had taken the actions they told us they would make to comply with the regulations they were not meeting at the previous inspection.

We have followed up to make sure the necessary changes had been made and found the provider was now meeting the fundamental standards included within this report. The focused inspection also enabled us to update the ratings for the practice.

This report should be read in conjunction with the full inspection report.

How we carried out this inspection

We undertook a focused follow up inspection at St Augustines Medical Practice on 10 August 2016. This was carried out to check that the practice had completed a range of actions they told us they would take to comply with the regulations we found had been breached during an inspection in January 2016.

During our visit we:

- Spoke with one of the GPs, the practice manager and two members of the administration staff.
- Reviewed records relevant to the management of the blank prescripion security.
- Reviewed the fire safety and evacuation procedures.

Because this was a focused follow up inspection we looked at one of the five key questions we always ask:

- Is it safe?

Are services safe?

Our findings

When we inspected in January 2016 we found the safety systems and processes were not robust in the security of blank prescriptions. Specifically prescription pads were not locked within the printers and the clinical rooms were not locked throughout the day.

We found that the practice had areas related to monitoring risks to patients, where they should improve. Specifically to ensure all action were taken to mitigate risks in relation to fire evacuation procedures.

Following publication of our report of the inspection, the practice told us in their action plan of the changes they would complete and implement. Subsequently they provided us with evidence of the changes in blank prescription security and fire safety and evacuation measures. This included a detailed action plan and improvements made. We visited on 10 August 2016 to review these systems and ensure the improvements had been completed. On our follow up inspection we found:

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 drugs and vaccines, in the practice kept patients safe (including obtaining, prescribing, recording, handling, storing and security). The security of prescription pads had been revised and a robust system was in place. The practice had introduced new

printer locks to improve security. We saw the updated protocol for handling, storing, recording and monitoring of blank prescriptions, and minutes of meetings where the processes had been discussed and shared across the practice team.

Monitoring risks to patients

The main practice location in Keynsham was situated in a building which was over 110 years old; this led to constraints upon the ability of the practice to comply with the Equality Act 2010 and reduced the ability of the practice to reduce all the risks to patients. For example there was only one staircase to exit the premises and the rear door to the practice could not be accessed by patients in wheelchairs in the event of a fire. The practice had assessed and managed these risks to reduce the risk where practicable. This included weekly alarm testing, a displayed fire evacuation plan, fire marshals, and staff knew their responsibilities in the event of a fire. However during our Inspection in January 2016 we found not all measures had been taken to mitigate the risks specifically in relation to fire evacuation procedures.

Since our previous inspection the practice had engaged with the local Fire safety assessors and undertaken significant improvements including the installation of an extra sensor for the records store room. Policies and protocols which identified the risks associated with the old building and how they have been built into the Fire Policy and Evacuation Plan had been updated. The practice had established a training plan for the fire marshalls, completed a review of the evacuation plan across the practice team and completed a fire evacuation drill in April 2016.