

Dr D J Gandechea & Partners

Quality Report

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Date of inspection visit: 7 October 2016

Date of publication: 07/11/2016

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

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced desk based follow up inspection on 7 October 2016 to follow up concerns we found at Dr D J Gandeche & Partners on 5 April 2016. The ratings for the practice have been updated to reflect our findings following the improvements made since our last inspection in April 2016; the practice was now meeting the regulations that had previously been breached. At the inspection in April 2016 the practice was found to be requires improvement for providing safe services and for the care of people experiencing poor mental health. Following the most recent inspection we found that improvements had been made and that the practice was found to be good in providing safe services and for the care of people experiencing poor mental health. The overall rating of the practice did not change as the practice was previously rated as good.

Our key findings across all the areas we inspected were as follows:

- The processes for the proper and safe of management of medicines had been strengthened. For example, there was a process for monitoring the use of prescription forms and pads and a system for the legal authorisation of healthcare assistants to administer medicines in place.
- There was a process to check the ongoing registration status with the appropriate professional body for GPs and nurses
- Mental capacity act training had been completed by clinicians.

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.

Our last inspection in April 2016 identified concerns relating to the some of the processes for the proper and safe of management of medicines for example, monitoring the use of prescription forms and pads and a system for the legal authorisation of healthcare assistants to administer medicines.

We also identified concerns with checking the registration of appropriate professional bodies.

At this inspection we saw that the concerns had been addressed.

- There was a process in place to monitor the use of prescription forms and pads.
- The practice were using legal authorisation in the form of a patient specific direction (PSD) to allow healthcare assistants to administer medicines.
- There was a process to check the ongoing registration status with the appropriate professional body for GPs and nurses.

Good



Summary of findings

The six population groups and what we found

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

People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia).

At the inspection in April 2016 there were concerns relating to lack of training in the Mental Capacity Act.

Since that inspection staff had completed training and we saw certificates to show this had been completed.

Good



Dr D J Gandechea & Partners

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Why we carried out this inspection

We carried out a desk based inspection of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection is planned to check whether the provider has made the necessary improvements and is meeting the legal requirements in

relation to the regulations associated with the Health and Social Care Act 2008. This inspection was to follow up on concerns identified at the comprehensive inspection undertaken in April 2016. We asked the provider to send a report of the changes they would make to comply with the regulations they were not meeting.

We have followed up to make sure the necessary changes have been made and found the provider is now meeting the regulations associated with the Health and Social Care Act 2008 included within this report.

We inspected the practice against one of the five key questions we ask about services:

- Is the service safe?

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

How we carried out this inspection

Before carrying out this inspection, we requested information from the practice to demonstrate the actions they had taken as a result of our inspection in April 2016. This included:

- Copies of patient specific directions
- Evidence of appropriate professional bodies registration
- Copies of prescription pad and form monitoring.

We then reviewed this information during a desk based follow up inspection on 7 October 2016.

Are services safe?

Our findings

When we inspected Dr D J Gandeche & Partners in April 2016 we identified concerns relating to some of the processes for the proper and safe management of medicines for example, monitoring the use of prescription forms and pads and a system for the legal authorisation of healthcare assistants to administer medicines. We also identified concerns with checking the registration of appropriate professional bodies.

At this inspection we found the practice had made significant improvements to address the concerns previously identified.

Overview of safety systems and processes

At the inspection in April 2016 the arrangements for managing medicines, including emergency medicines and vaccines, in the practice did not always keep patients safe. Blank prescription forms and pads were securely stored; although the practice did not have systems in place to monitor their use. The practice did not have a system of legal authorisation for the healthcare assistant to

administer medicines to patients. Healthcare assistants were trained and had their competencies assessed, however they did not have the proper authorisation in place each time they administered medicines.

The practice did not have a process to check the ongoing registration status with the appropriate professional body for GPs and nurses, for example the General Medical Council (GMC) and Nursing and Midwifery Council (NMC). Registration with the GMC and NMC should be renewed by individuals on an annual basis. During our inspection, the practice manager checked the registration status of their clinical staff and provided this to us.

At this inspection we saw that the concerns had been addressed. The practice had sent copies of patient specific directions that had been completed to allow the healthcare assistants the authority to administer medicines to specific patients. The practice manager explained the process for this and how this was recorded on a register.

We were also sent information of the clinical staffs professional registration and indemnity.