

Eyam Surgery

Inspection report

Church Street

Eyam

Hope Valley

Derbyshire

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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.

Overall summary

We previously carried out an announced focused inspection at Eyam Surgery on 13 August 2019 as part of our inspection programme. The practice was rated as requires improvement and a warning notice in relation to safe care and treatment was issued. The full focused report on the August 2019 inspection can be found by selecting the 'all reports' link for Eyam Surgery on our website at www.cqc.org.uk.

We carried out an announced focused inspection at Eyam Surgery on 13 November 2019 to ensure that the issues identified in the warning notice had been addressed. **This report only covers our findings in relation to the warning notice.**

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected.
- information from the provider.

At this inspection, we found that the provider had satisfactorily addressed the issues identified in the warning notice. We found that:

- Effective oversight, leadership and governance from the senior management team and the dispensary lead GP had been implemented.
- Processes for the management of controlled drugs including, storage, transport, destruction and record keeping were in line with national guidance and reflected in the dispensary SOPs.

- Risk assessments covered activities such as transport and delivery of medicines.
- The process for determining the suitability of medicines to be included in compliance aids for patients ensured the safety of patients and allowed for appropriate risk assessment by the prescriber on an individual patient basis.
- Suitable waste management streams were available and dispensary staff were aware of the need to segregate waste.
- There was a detailed process to determine dispensary staff competency. In the absence of a dispenser at the branch site, the GP there would dispense a limited range of medicines.
- Dispensary meeting minutes detailed regular housekeeping tasks to provide assurance of the safe management of medicine. These tasks included stock expiry date checks, CD checks and waste management.

Details of our findings and the supporting evidence are set out in the evidence table.

Dr Rosie Benneyworth BS BM BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care.

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) inspector and included a pharmacist specialist.

Background to Eyam Surgery

Eyam Surgery is registered with the Care Quality Commission as a single-handed GP provider, and it is registered to carry out the following regulated activities - diagnostic and screening procedures, family planning, surgical procedures, maternity and midwifery services, and the treatment of disease, disorder or injury.

Eyam Surgery is a rural dispensing practice situated within the Derbyshire Dales in the Peak District, covering a large area of approximately 180 square miles. It is in purpose-built premises which opened in 1996. There is a branch site based at Bradwell and Eyam Surgery also utilises the Village Hall at Litton for half an hour a week. The area is in the Hope Valley with the nearest major town being Chesterfield located 15 miles away.

The practice has a contract with NHS Derby and Derbyshire CCG to provide General Medical Services (GMS) and offers a range of local enhanced services.

The practice has approximately 3,425 registered patients. The age profile demonstrates a higher proportion of older patients, and lower numbers of younger patients compared to local and national averages:

- The percentage of people in the 65+ year age group at 27.4% is above the CCG average of 20.5%, and the national average of 17.3%.
- The percentage of people in the under 18 age group at 16.2% is below the local average of 19.3%, and the national average of 20.7%.

Average life expectancy is 83 years for men and 86 years for women, compared to the national average of 79 and 83 years respectively.

The general practice profile shows that 44.5% of patients registered at the practice have a long-standing health condition, compared to 54% locally and 51% nationally.

The practice scored ten on the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. However, the catchment area included pockets of economic and rural deprivation.

The National General Practice Profile describes the practice ethnicity as being predominantly white at 98.7% of the registered patients, with estimates of 0.8% mixed race, 0.5% Asian and 0.1% other groups.

There are four part-time GPs working at the practice (one male GP and three female salaried GPs). The nursing team consists of a nurse practitioner, and a practice nurse who also works as a community matron. The nursing team is supported by two healthcare assistants who also work as care coordinators.

The non-clinical team is led by two members of the practice management team (the management team includes the lead GP) with a team of 13 administrative, secretarial and dispensary staff. Due to the small size of the practice, staff work flexibly to cover other roles. One of the practice managers is also the dispensary manager.

The practice opens Monday to Friday from 8am until 6.30pm with extended hours on a Monday evening until 7.00pm at the main site. Branch opening hours are different but an extended hours session is available at Bradwell Surgery until 7pm on a Thursday evening.

The surgery closes for one afternoon on most months for staff training. When the practice is closed, out of hours cover for emergencies is provided by Derbyshire Health United (DHU).