

Gun Lane Medical Practice

Quality Report

The Medical Centre Gun Lane Surgery

Strood Rochester Kent ME2 4UW

Tel: 01634 290644

Date of inspection visit: 5 May 2016

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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

We carried out an announced comprehensive inspection at Gun Lane Medical Practice on 18 August 2015. Breaches of the legal requirements were found. Following the comprehensive inspection, the practice wrote to us to tell us what they would do to meet the legal requirements in relation to the breaches.

We undertook this focussed inspection on 5 May 2016, to check that the practice 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. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Gun Lane Medical Practice on our website at www.cqc.org.uk.

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?

At our previous comprehensive inspection on 18 August 2015 the practice had been rated as requires improvement for providing safe services.

- The practice had been unable to demonstrate they had an effective system to monitor and keep blank prescription forms safely in line with national guidance.
- Inventories of medicines and vaccines held were not maintained and stock levels, as well as expiry dates, were not routinely audited.
- The practice had been unable to demonstrate that appropriate action had been taken when the temperature of the medicines refrigerator had been recorded as being outside of recommended limits.
- The medicines refrigerator had not been kept locked in accordance with national guidance.

At our focussed follow-up inspection on 5 May 2016, the practice provided records and information to demonstrate that the requirements had been met.

- The practice was able to demonstrate they had revised their systems and were handling and storing blank prescription forms safely in line with national guidance.
- The practice had inventories of medicines and vaccines held and also carried out audits of their stock levels and expiry dates.
- Records showed that medicines and vaccines were being stored within recommended storage temperatures.

The medicines refrigerator was now kept locked when not in use, in accordance with national guidance.

Good



Gun Lane Medical Practice

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector who was accompanied by a second CQC Inspector.

Background to Gun Lane Medical Practice

Gun Lane Medical Practice is situated in Strood, Kent and has a registered patient population of approximately 5,000.

Services are provided at Gun Lane Medical Practice by Sydenham House Medical Group who also provide services from other locations in the South East of England.

The practice staff consists of two GPs (both male), one practice manager, one practice nurse (female), two healthcare assistant (female) as well as administration and reception staff. There is a reception and a waiting area on the ground floor. All patient areas are accessible to patients with mobility issues as well as parents with children and babies.

The practice is a teaching practice and a training practice (teaching practices take medical students and training practices have GP trainees and Foundation Year Two junior doctors).

The practice has a general medical services (GMS) contract with NHS England for delivering primary care services to local communities.

Primary medical services are provided Monday to Friday between the hours of 8.30am to 6.30pm. Extended hours surgeries are offered Monday and Tuesday 6.30pm to 8pm. Primary medical services are available to patients

registered at Gun Lane Medical Practice via an appointments system. There are a range of clinics for all age groups as well as the availability of specialist nursing treatment and support. There are arrangements with other providers (Medway On Call Care) to deliver services to patients outside of Gun Lane Medical Practice's working hours.

Services are provided from Gun Lane Medical Practice, The Medical Centre, Gun Lane Surgery, Strood, Rochester, Kent, ME2 4UW, only.

Why we carried out this inspection

We undertook an announced focused inspection of Gun Lane Medical Practice on 5 May 2016. This inspection was carried out to check that improvements had been made to meet the legal requirements planned by the practice, following our comprehensive inspection on 18 August 2015.

We inspected this practice against one of the five questions we ask about services; is the service safe. This is because the service was not meeting some of the legal requirements in relation to this question.

How we carried out this inspection

Before visiting, we reviewed information sent to us by the practice that told us how the breaches identified during the comprehensive inspection had been addressed. During our visit we spoke with the clinical governance manager, the regional operations manager, the service improvement manager and reviewed information, documents and records kept at the practice.

Are services safe?

Our findings

Medicines management

Staff told us the practice had revised their system to monitor blank prescriptions and records confirmed this. Blank prescription forms were stored securely and the practice now kept records of their serial numbers.

Staff told us that inventories of medicines and vaccines held were now being maintained and regular stock checks as well as audits of expiry dates were taking place. Records confirmed this.

Records showed that medicines and vaccines were being stored within recommended storage temperatures.

Staff told us and we saw that the medicines refrigerator was now kept locked when not in use, in accordance with national guidance.