

Church View Surgery - Hedon

Quality Report

Market Hill
Hedon,
East Riding of Yorkshire
HU12 8JE

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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 Church View Surgery - Hedon on 21 June 2016. The overall rating for the practice was good and the rating for the safe domain was requires improvement. The full comprehensive report on the June 2016 inspection can be found by selecting the 'all reports' link for Church View Surgery - Hedon on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 28 April 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 21 June 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as good.

Our key findings were as follows:

- The arrangements for managing medicines, including emergency medicines and vaccines, in the practice minimised risks to patient safety (including obtaining, prescribing, recording, handling, storing, security and disposal).
- The practice monitored significant events to identify any patterns or trends and evaluated any action taken to confirm actions taken prevented recurrence.

However, there were also areas of practice where the provider needs to make improvements.

In addition the provider should:

- Monitor that standard operating procedures at both surgeries are up to date to ensure they remain fit for purpose.
- Carry out regular balance checks of controlled drugs.
- Monitor that medicines fridge temperatures are recorded daily in line with national guidance.
- Track blank prescriptions forms through the practice in accordance with national guidance.

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 arrangements for managing medicines, including emergency medicines and vaccines, in the practice minimised risks to patient safety (including obtaining, prescribing, recording, handling, storing, security and disposal).

Good



Summary of findings

The six population groups and what we found

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

Summary of findings

Areas for improvement

Action the service **SHOULD** take to improve

- Monitor that standard operating procedures at both surgeries are up to date to ensure they remain fit for purpose.
- Carry out regular balance checks of controlled drugs.
- Monitor that medicines fridge temperatures are recorded daily in line with national guidance.
- Track blank prescriptions forms through the practice in accordance with national guidance.

Church View Surgery - Hedon

Detailed findings

Our inspection team

Our inspection team was led by:

a CQC Inspector and included a CQC Medicines Inspector.

Background to Church View Surgery - Hedon

Church View Surgery – Hedon, Market Hill, Hedon, HU12 8JE is located in the centre of the market town of Hedon and is close to local bus routes. There is a car parking on the street outside the practice and there are public car parks within walking distance. The practice is in an adapted building which has been extended to continue to meet the clinical needs of the patients. There is disabled access and consulting and treatment rooms are available on the ground and first floors; there is a stair lift to access the first floor. There is one branch site, Prospect Surgery, Chapel Lane, Keyingham HU12 9RA which is located in the village of Keyingham, approximately six miles from Hedon. There is disabled access and all consulting and treatment rooms are on the ground floor. This site was also visited during the inspection.

The practice provides services under a General Medical Services (GMS) contract with the NHS North Yorkshire and Humber Area Team to the practice population of 11714, covering patients of all ages. The practice covers a large rural area. The practice is a 'dispensing practice' and is able to dispense medicines for patients who live more than one mile from the nearest pharmacy.

The proportion of the practice population in the 65 years and 75 years and over age group is similar to the local CCG average and above the England average. In the 85 years

and over it is similar to the local CCG and England average. In the under 18 age group the proportion of the practice population is slightly below the local CCG and England average. The practice scored eight on the deprivation measurement scale, the deprivation scale goes from one to ten, with one being the most deprived. People living in more deprived areas tend to have a greater need for health services.

The practice has seven GP partners and a salaried GP, three are full time and five are part time. There are five female and three male GPs. There is an advanced clinical practitioner, two nurse prescribers, two practice nurses, two health care assistants (HCA) and an apprentice HCA. The advanced clinical practitioner and apprentice HCA are full time and the rest of the nursing team are part time, there is one male and nine females in the nursing team. There is a practice manager and a team of administrators, secretaries and receptionists. There is a pharmacist, two senior dispensers and five dispensers.

Church View Surgery - Hedon is open between 8am to 6pm Monday to Thursday and 8am to 5pm on Friday. Appointments are available from 9.20am to 12pm on a Monday and 8.30am to 11am Tuesday to Friday. Afternoon appointments are from 3pm to 5.40pm Monday to Thursday and from 2pm to 4.40pm on Friday. There is an open surgery on Fridays. The surgery is open on a Saturday between 9am and 12pm for pre-bookable appointments only between 9am to 11am.

The Prospect Surgery is open between 8am and 1pm Monday to Friday and 2pm to 6pm Monday and Thursday. Appointments are available from 9.20am to 12pm on a Monday and 8.30am to 11am Tuesday to Friday and from 3.30pm to 5.40pm Monday and Thursday. The Surgery is open for dispensing medicines only (no GP or nurse is present) on a Tuesday from 2pm - 6.00pm.

Detailed findings

Information about the opening times is available on the website and in the appointment times leaflet.

The practice is a training practice for GP Registrars; doctors who are training to become GPs, there are three GP registrars working at the practice. The practice is also a teaching practice for year one and two medical students and is a training site for student nurses.

The practice, along with all other practices in the East Riding of Yorkshire CCG area have a contractual agreement for the Out of Hours provider to provide OOHs services from 6.00pm. This has been agreed with the NHS England area team.

The practice has opted out of providing out of hours services (OOHs) for their patients. When the practice is closed patients use the NHS 111 service to contact the OOHs provider. Information for patients requiring urgent medical attention out of hours is available in the waiting area, in the practice information leaflet and on the practice website.

Why we carried out this inspection

We undertook a comprehensive inspection of Church View Surgery Hedon on 21 June 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall and requires improvement for the provision of safe services.

The practice was given a requirement notice in relation to the safe management of medicines. The full comprehensive report following the inspection in June 2016 can be found by selecting the 'all reports' link for Church View Surgery Hedon on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Church View Surgery Hedon on 28 April 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

How we carried out this inspection

During our visit we:

- Spoke with a range of staff including the pharmacist, dispensary supervisor, a dispenser, a practice nurse and the assistant practice manager.
- The medicines inspector visited both practice locations and the lead inspector reviewed information sent by the practice in relation to monitoring of trends for significant events.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Are services safe?

Our findings

At our previous inspection on 21 June 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of the safe management of medicines were not adequate.

These arrangements had significantly improved when we undertook a follow up inspection on 28 April 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and process

The arrangements for managing medicines, including emergency medicines and vaccines, in the practice minimised risks to patient safety (including obtaining, prescribing, recording, handling, storing, security and disposal).

Medicines were dispensed at both the Church View surgery and the Keyingham branch surgery for patients on the practice list who did not live near a pharmacy. Dispensary staff showed us standard operating procedures (SOPs) which covered all aspects of the dispensing process (these are written instructions about how to safely dispense medicines), and a system was in place to ensure relevant staff had read and understood SOPs. The SOPs at the main surgery were up to date, however some at the branch surgery needed updating.

There was a named GP responsible for the dispensary and staff told us they were an active presence in the dispensary. We saw records showing all members of staff involved in the dispensing process had received appropriate training, regular checks of their competency and annual appraisals.

The practice held stocks of controlled drugs (medicines that require extra checks and special storage arrangements because of their potential for misuse), and had an SOP in place covering all aspects of their management. Controlled drugs were stored in a controlled drugs cupboard, access to them was restricted and the keys held securely. However, staff did not routinely check stock balances of controlled drugs to ensure the amounts held reflected what was recorded in the registers. There were appropriate arrangements in place for the destruction of controlled drugs.

Expired and unwanted medicines were disposed of in accordance with waste regulations. Staff routinely checked stock medicines were within expiry date and fit for use, and

there was an SOP to govern this activity. Dispensary staff told us about procedures for regular monitoring of prescriptions that had not been collected. There was a system in place for the management of high risk drugs. There was a process in place to ensure that repeat prescriptions were signed before being dispensed.

A “near miss” record (a record of errors that have been identified before medicines have left the dispensary) was in place, allowing the practice to identify trends and patterns in errors and take action to prevent reoccurrence. There were arrangements in place for the recording of significant events involving medicines; the practice had acted to adequately investigate these incidents or review dispensing practices to prevent reoccurrence. We saw records relating to recent medicine safety alerts, and the action taken in response to them.

Monitored dose systems were offered to patients who needed support to take their medicines, we saw the process for the packing and checking of these was robust. Staff knew how to identify which medicines were not suitable for these packs and offered alternative adjustments to dispensing where possible

We checked medicines stored in the treatment rooms and medicines refrigerators and found they were stored securely with access restricted to authorised staff. There were adequate stocks of oxygen and emergency medicines and processes were in place to ensure they were within expiry date. All the medicines we checked were in date. Medicines fridge temperatures were being recorded in line with national guidance, with maximum and minimum temperatures recorded. However, we found gaps in daily records between January 2017 and April 2017, at the Church View surgery on eleven out of 81 days the temperature had not been recorded. There was a data logger in the medicines fridges which would inform staff if fridge temperatures had been out of range when the practice was closed for long periods i.e at weekends. However there was no SOP outlining how often the staff should download and check this data.

Patient Group Directions had been adopted by the practice to allow nurses to administer medicines in line with legislation. Health care assistants were trained to administer vaccines and medicines and patient specific prescriptions or directions from a prescriber were produced appropriately.

Are services safe?

Blank prescription pads were recorded upon receipt into the practice and stored securely; however, prescriptions for use in printers were not tracked through the practice in accordance with national guidance.