

# The Gratton Surgery

## Quality Report

Gratton Close  
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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 focused inspection of The Gratton Surgery, Gratton Close, Sutton Scotney, Winchester, Hampshire SO21 3LE on 31 July 2015. This inspection was undertaken to check the practice was meeting regulations. Our previous inspection in October 2014 had found a breach of regulations relating to the safe delivery of services. We found the practice required improvement for the provision of safe services, and was rated good for providing effective, caring, responsive and well-led services.

We found the practice had made improvements since our last inspection on 16 October 2014. At our inspection on the 31 July 2015 we found the practice was meeting the regulations that had previously been breached.

Specifically the practice had:

- Introduced a medicines delivery service for their dispensing patients to ensure that those medicines requiring refrigeration were not sent for remote collection.
- Revised their dispensing procedures and processes for the generation, signing and dispensing of repeat prescriptions for dispensing patients and a GP signed all repeat prescriptions prior to the medicines being handed to the patient.

We have amended the rating for this practice to reflect these changes. The practice is now rated good for the provision of safe, effective, caring, responsive and well led services.

### 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 had taken necessary action to be rated good for the provision of safe services.

The practice had made significant efforts to improve safety of services. In July 2015, we saw they had addressed the issues surrounding medicines management that we judged a breach of regulation at our inspection of 16 October 2014. Records we reviewed and processes we observed confirmed this.

Medicines management systems and processes had been reviewed and changes had been implemented. A medicines delivery service had been put in place so that medicines requiring refrigeration were no longer sent for remote collection and a GP signed all repeat prescriptions prior to the medicines being handed to the patient.

**Good**



# The Gratton Surgery

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

Our inspection was carried out by a CQC Pharmacist Inspector.

## Background to The Gratton Surgery

The Gratton Surgery is located in Gratton Close is a dispensing practice located in the village of Sutton Scotney, near Winchester Hampshire. (Dispensing practices have a dispensary with trained staff. This allows the practice to dispense medicines to their patients who live more than one mile, as the crow flies, from their nearest pharmacy).

The practice is operated from purpose built premises which are owned by the GP partners. The practice building has seven consulting rooms, two treatment rooms and a dispensary. There is space for allied clinical services to use the consulting rooms.

The Gratton Surgery has a branch surgery in Downs Road, South Wonston, near Winchester. A neighbouring village approximately three miles away. We did not inspect the service offered from the South Wonston branch surgery.

The practice does not provide an out of hour's service for their patients. Outside normal surgery hours patients are able to access urgent care from an alternative out of hours provider.

The practice provides a range of primary medical services to approximately 6,700 patients. Patients are supported by, two male and two female, GP partners and two female salaried GPs. The practice provides 34 GP sessions per week. Further support is provided by a practice manager,

two practice nurses, a health care assistant and administrative and reception staff. The practice is a training practice and has a GP registrar working at the practice. (A GP registrar has completed their medical training to be a doctor but needs to complete another year in primary care to specialise as a GP). The practice is a member of the West Hampshire Clinical Commissioning Group (CCG).

The Gratton Surgery has a General Medical Services (GMS) contract. The GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities.

West Hampshire CCG covers a significantly less deprived area than the average for England. The Gratton Surgery covers an area equal to the least deprived 10% of England.

## Why we carried out this inspection

We carried out a comprehensive inspection of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection took place on 16 October 2014 and we published a report setting out our judgements. We asked the provider to send a report of the changes they would make to comply with the regulations they were not meeting at that time.

We carried out a focused inspection on 31 July 2015 to follow up and assess whether the necessary changes had been made, following our inspection in October 2014. We focused on the aspects of the service where we found the provider had breached regulations during our previous inspection.

This inspection was planned to check whether the provider is meeting the legal requirements and regulations

# Detailed findings

associated with the Health and Social Care Act 2008, to look at the overall quality of the service, review the breaches identified and the rating awarded for the safe domain, under the Care Act 2014.

## How we carried out this inspection

Before visiting, the provider confirmed they had completed the actions outlined in their action plan. During our visit we

spoke with the registered manager, the dispensing manager and dispensing staff. The processes, records and documents we reviewed demonstrated how they had addressed the breaches of regulations identified during the focused inspection in October 2014.

# Are services safe?

## Our findings

### Medicines Management

At our last inspection in October 2014, we were concerned that the practice could not provide assurance that when medicines requiring refrigeration were sent for remote collection that these medicines were kept within their recommended temperature range. We were also concerned that repeat prescriptions for dispensing patients were not signed by a GP prior to the medicines being handed to the patient.

We received an action plan from the provider informing us of the actions they had taken to meet regulations. We also received copies of the revised procedures with the action plan highlighting the changes they had made to meet the requirements of the regulations.

At the inspection on the 31 July 2015 practice staff showed and explained how the practice offered dispensing patients

a delivery service three days a week for all medicines and therefore remote collection was not offered for medicines requiring refrigeration. We were shown the memo used by the practice to inform patients that medicines requiring refrigeration would no longer be sent for remote collection, we also saw the records maintained by the delivery driver. The practice had introduced this service in March 2015 and they were intending to review the service in September 2015.

Practice staff showed and explained the system that was in place for the management of repeat prescription requests. These were produced for medicines available on repeat prescription or if the medicines were not available “on repeat” the request was forwarded to the GP for them to review and generate the prescription, if appropriate. All repeat prescriptions were signed by a GP prior to the prescription being dispensed.