

Dr Jones & Partners

Quality Report

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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 Dr Jones & Partners on 9 February 2016. At this time we noted that improvement was required to increase the security of medicines and blank prescription stationery held in the practice. Furthermore, we found that there was scope to improve the systems and processes in place for the ordering and collection of repeat prescriptions.

After the comprehensive inspection, the practice wrote to us to say what they would do to meet legal requirements in relation to ensuring robust processes were in place.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements.

The overall rating for the practice is good. You can read our previous report by selecting the 'all reports' link for 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 the last inspection on 9 February 2016 we found that:

- Risks to patients were generally assessed and well managed. However, there was scope for the practice to risk assess the systems in place for the ordering and collection of repeat prescriptions.
- The practice did not have robust arrangements in place to ensure the security of medicines and prescription pads stored in the dispensary area.

Our focused inspection on 30 September 2016 found that:

The practice is rated as good for providing safe services.

- The practice had implemented a robust system to reduce the risks associated with the ordering and collection of repeat prescriptions from a remote site.
- The practice had installed further security measures to improve the safety of medicines and prescription pads stored in the building.

This report should be read in conjunction with the full inspection report from 9 February 2016.

Good



Dr Jones & Partners

Detailed findings

Our inspection team

Our inspection team was led by:

This desk based review was completed by a CQC lead inspector.

Why we carried out this inspection

As a result of the last inspection on 9 February 2016 we had concerns and issued a requirement notice in respect of safe care and treatment. This was because the practice did not have a system in place to ensure that medicines and blank

prescription forms were only accessible to authorised staff. Furthermore, the practice did not have a risk assessment in place for the ordering and collection of repeat prescriptions from remote sites.

How we carried out this inspection

We reviewed the information received from the practice, spoke with practice staff and requested additional information from the practice.

We have not revisited Dr Jones & Partners as part of this review because the practice were able to demonstrate they were meeting the standards without the need for a visit

We carried out a desk-based review on 30 September 2016.

Are services safe?

Our findings

We found improvements were needed in relation to safe care and treatment at our last inspection on 9 February 2016.

- Risks to patients were generally assessed and well managed. However, there was scope for the practice to risk assess the systems in place for the ordering and collection of repeat prescriptions.
- The practice did not have robust arrangements in place to ensure the security of medicines and prescription pads stored in the dispensary area.

The provider sent us an action plan informing us about the action they would take to ensure that patients were safe. Our focused inspection on 30 September 2016 found that the practice had implemented a robust system to reduce the risks associated with the ordering and collection of

repeat prescriptions from a remote site. In addition to this, the practice had installed further security measures to improve the safety of medicines and prescription pads stored in the building.

- The practice sent us evidence of the installation of further security measures within the practice, such as locks and a key safe.
- Since our previous inspection, the practice had introduced a system to log prescription stationery held in the building.
- The practice provided us with a written risk assessment detailing the analysis of risks related to patients ordering and collecting prescriptions from a remote site. The document listed the precautions implemented by the practice to ensure that these risks were reduced. A standard operating procedure had also been introduced alongside the risk assessment.