

Dr CIW Buckley and 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 of this practice on 22 December 2015. A breach of legal requirements was found. After the comprehensive inspection, the practice wrote to us to say what they would do to meet legal requirements in relation to meet Regulation 12 of the Health and Social Care Act (Regulated Activities) Regulations 2014 Safe care and treatment.

We undertook this focused inspection to check that they 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 Dr CIW Buckley and Partners on our website at www.cqc.org.uk

We found the practice had made improvements since our last inspection on 22 December 2015 and they were meeting the regulation relating to the management of medicines that had previously been breached.

Specifically the practice was operating safe systems in relation to the management of medicines. This included:

- Ensuring the temperature of the dispensary fridge were accurately recorded.
- Systems to monitor the use of prescription forms.
- Ensuring repeat prescriptions were signed before medicines were dispensed to patients.

In addition, the practice now ensures that minutes from meetings are documented and available to all staff. The practice also told us that they have now stopped providing home alcohol detoxification service to patients.

We have changed 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 provider was providing safe services.

Since our last inspection in December 2015, systems had been put in place and embedded to ensure the management of medicines reflected national guidelines.

- Blank prescription forms were handled in accordance with national guidance and kept securely at all times.
- Refrigerator temperature in the dispensary were accurately recorded. The vaccine fridge was locked and only clinical staff had access to the contents of this fridge. The dispensary fridge which was a domestic fridge has been changed to a pharmacy fridge.
- There were systems and processes in place to ensure repeat prescriptions were signed before they were dispensed to patients.

Good



Dr CIW Buckley and Partners

Detailed findings

Why we carried out this inspection

We undertook an announced focused inspection of Dr CIW Buckley and Partners on 14 June 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 22 December 2015 had been made. We inspected the practice against one of the five questions we ask about services: is the service safe? This is because the service was not meeting some legal requirements.

How we carried out this inspection

We did not revisit Dr CIW Buckley and Partners as part of this review because the practice was able to demonstrate compliance without the need for an inspection. We reviewed information given to us by the practice, including examples of daily refrigerator temperature checks, a log book of prescriptions which tracked prescriptions throughout the practice and policy on issuing repeat prescriptions. We spoke with the practice manager and a member of the dispensary team.

Are services safe?

Our findings

Safe track record and learning

During our comprehensive inspection on 22 December 2015, we found that minutes of meetings where safety records, incident reports and national patient safety alerts were discussed were not thoroughly documented.

On this focussed inspection on the 14 June 2016, the practice sent us examples of recent meeting minutes to demonstrate they ensured that minutes from meetings were documented and available to all staff.

Management of medicines

During our comprehensive inspection on 22 December 2015, we found there were no systems in place to monitor the temperature of the dispensary fridge. The vaccines fridge was not kept locked and was in an unlocked room which was accessible to everyone. The practice took remedial action during the inspection to lock the fridge and ensured the key was only accessible to clinical staff.

We also found that there were no systems in place to monitor the use of prescription pads. The system for dispensing repeat prescriptions meant that patients were receiving their medicines before the prescription form had been signed by a GP.

Following the last inspection we received an action plan from the provider informing us of the action they had taken. The practice confirmed that they had taken appropriate action to ensure that appropriate systems were now in place ensuring the practice's management of medicines reflected national guidelines.

On 14 June 2016 the provider sent us evidence of revised systems to manage medicines and examples of these systems being embedded into the practice. For example:

- Blank prescription forms were handled in accordance with national guidance and kept securely at all times. We saw the practice had records of prescriptions forms held in the practice and included handwritten forms as well.
- Refridgerator temperatures were accurately recorded; this included current temperature and minimum and maximum temperatures. The vaccine fridge was locked and only clinical staff had access to the contents of this fridge. The dispensary fridge which was a domestic fridge has been changed to a pharmacy fridge.
- There were systems and processes in place to ensure repeat prescriptions were signed before it was dispensed to patients. In addition, the practice manager carried out spot checks to ensure the process was consistently applied.

These actions had ensured that the practice was operating safe systems and was now ensuring that requirements relating to management of medicines were now being met.

Monitoring risks to patients

During our comprehensive inspection on 22 December 2015, we found that one of the GPs carried out home alcohol detoxification. However, we found that the risks and support to those patients had not been fully considered. On the focussed inspection on the 14 June 2016, the practice confirmed to us that they do not undertake home alcohol detoxification service any longer.