

Little St John Street Surgery

Quality Report

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Date of inspection visit: 29 October 2015

Date of publication: 12/11/2015

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 25 February 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 ensuring robust processes were in place for the dispensing and management of medicines.

The provider did not have appropriate arrangements in place for the dispensing of medicines. Medicines were sometimes dispensed by one dispenser to patients without checks by other suitably qualified members of staff. Dispensing staff had not all attained suitable qualifications.

We undertook this focused follow up 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. You can read the report from our last comprehensive inspection, 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?

The practice did not have appropriate arrangements in place for the dispensing of medicines. At times, medicines were dispensed by one dispenser and were not always checked before being handed to patients. Dispensing staff were not all qualified.

On 29 October 2015 we carried out an inspection of the practice. During our visit we spoke with a number of staff including the practice manager, the lead dispenser and dispensing staff. The practice had improved the security arrangements for the dispensary to ensure medicines and prescription pads were only accessible to authorised staff. Processes were in place to check medicines held in the dispensary and throughout the practice. Improved processes were in place to highlight and evaluate dispensing errors, taking action where necessary to prevent them. The practice had employed a qualified dispenser and ensured checks of dispensed medicines were always carried out by a qualified member of staff. Members of dispensary staff had been assessed as competent.

Good



Little St John Street Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a medicines management inspector.

Why we carried out this inspection

As a result of the last inspection in February 2015 we had one minor concern and made a compliance action. This was made because the provider had not ensured that appropriate arrangements were in place for the dispensing of medicines.

How we carried out this inspection

We carried out an announced comprehensive inspection of the services under section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. We carried out a planned inspection to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 and to provide a rating for the services under the Care Act 2014.

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 this inspection our pharmacist inspector checked that the practice had made improvements following our inspection in February 2015 when we identified shortfalls in the way the practice was managing medicines.

The practice had improved the security arrangements for the dispensary to ensure medicines and prescription pads were only accessible to authorised staff. Processes were in place to check medicines held in the dispensary and throughout the practice were within their expiry date and suitable for use. Regular checks were also in place for controlled drugs (medicines that require extra checks and

special storage arrangements because of their potential for misuse). Improved processes were in place to highlight and evaluate dispensing errors, taking action where necessary to prevent them.

The practice had employed a qualified dispenser and ensured checks of dispensed medicines were always carried out by a qualified member of staff. Members of dispensary staff had been assessed as competent. The practice manager told us that the practice had developed a programme of on-going quality assurance of the dispensing service.

This action ensured that patients were effectively protected against the risks associated with managing medicines.