

# Care Quality Commission

## Inspection Evidence Table

### Shipdham Surgery (1-562732071)

Inspection date: 18 July 2019

Date of data download: 17 July 2019

### Overall rating: Good

Please note: Any Quality Outcomes Framework (QOF) data relates to 2017/18.

### Safe

### Rating: Good

At this inspection we rated the practice as **good** for providing safe services because sufficient improvements had been made since our last inspection:

- The practice had collected appropriate recruitment and training records for existing long-term locums and put in place a recruitment checklist for new locum staff.
- The practice stock of emergency medicines had been risk assessed and updated to include relevant medicines in line with guidelines.
- The practice had reviewed security arrangements in the dispensary and had brought forward scheduled security upgrades. Dispensary access restrictions were improved to include non-dispensary staff not entering the dispensary, using messaging services for questions and queries and challenging any unauthorised access. Arrangements also included scheduling cleaning to occur when the dispensary was open and supervised. Standard operating procedures (SOPs) were reviewed and updated and all dispensary staff signed individual SOPs with compliance monitored through governance meetings and monitoring of near misses and incidents.

### Safety systems and processes

Recruitment systems	Y/N/Partial
Recruitment checks were carried out in accordance with regulations (including for agency staff and locums).	Yes
Explanation of any answers and additional evidence: The practice had requested and collected information from existing long-term locum staff to confirm their identity, clinical registration, checks through the disclosure and barring service (DBS) and other relevant recruitment information. The practice also collected information demonstrating locum staff were up to date with relevant training including safeguarding training and basic life support. The practice had also introduced a recruitment checklist for all staff which we saw was effective in ensuring the relevant recruitment checks and evidence were collected from and recorded for new staff.	

## Appropriate and safe use of medicines

The practice had systems for the appropriate and safe use of medicines.

Medicines management	Y/N/Partial
The practice ensured medicines were stored safely and securely with access restricted to authorised staff.	Yes <sup>1</sup>
The practice held appropriate emergency medicines, risk assessments were in place to determine the range of medicines held, and a system was in place to monitor stock levels and expiry dates.	Yes <sup>2</sup>
<p>Explanation of any answers and additional evidence:</p> <p><sup>1</sup> The practice had reviewed safety and security arrangements in the dispensary and brought forward planned improvement works. Works were in progress at the time of inspection and scheduled for completion by 27 July. Works included:</p> <ul style="list-style-type: none"> <li>• Building works to support installation of mechanical shutters.</li> <li>• Mechanical shutters installed and connected to the security and fire alarm systems.</li> <li>• Replacing glazed windows and serving hatches with filled in safety glass screens.</li> </ul> <p>The practice continued to investigate additional measures further securing access to the dispensary during opening hours including key code access to corridor doors; however, these measures were restricted by fire safety regulations.</p> <p>Restricting access to key staff was achieved through reminding non-dispensary staff not to access the dispensary unescorted by dispensary staff, using electronic messages or the telephone for questions and queries into the dispensary. The practice had rescheduled regular cleaning so that cleaning only occurred when the dispensary was open, and a member of staff was able to supervise.</p> <p><sup>2</sup>The practice had reviewed their stocks of emergency medicines in line with national guidelines and updated stocks appropriately. The practice had also risk assessed their stocks of emergency medicines to ensure they were appropriate for the services offered. There was an effective system in place for checking emergency medicines and equipment to ensure they were safe for use.</p>	

Dispensary services (where the practice provided a dispensary service)	Y/N/Partial
The practice had clear Standard Operating Procedures which covered all aspects of the dispensing process, were regularly reviewed, and a system to monitor staff compliance.	Yes
<p>Explanation of any answers and other comments on dispensary services:</p> <p>The practice had reviewed how they managed standard operating procedures and introduced a process of staff signing individual SOPs in line with guidance and best practice.</p>	

Reviews of SOPs had led to improvements including providing additional checks on complex monitored dosage systems (also known as Dossett boxes) used to help patients take the right medicines at the right times.

Staff compliance with SOPs was monitored through the investigation of incidents and near misses, and regular staff meetings as well as staff competency checks and performance reviews.