

Care Quality Commission

Inspection Evidence Table

Croft Medical Centre (1-539033784)

Inspection date: 11th August 2020

Date of data download: 11 August 2020

Overall rating: Good

Please note: Any Quality Outcomes Framework (QOF) data relates to 2018/19.

Safe

Rating: Good

A desk-based review was completed on 11 August 2020 to determine whether the practice had made the improvements which were identified in our previous inspection on 11 February 2019. The lack of appropriate security of the controlled drugs cabinet meant there was a significant risk that these could have been accessed by unauthorised people. The practice had improved the overall security of the dispensary and the controlled drugs cabinet.

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.	Y
If the practice had controlled drugs on the premises there were appropriate systems and written procedures for the safe ordering, receipt, storage, administration, balance checks and disposal of these medicines, which were in line with national guidance.	Y
Explanation of any answers and additional evidence: The practice confirmed they had addressed the issues of controlled drug storage. <ul style="list-style-type: none">• A digital lock had been installed to store the dispensary keys.• Dispensary staff and the duty doctor were the only people who had access to the keys.	

Dispensary services (where the practice provided a dispensary service)	Y/N/Partial
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There was a GP responsible for providing effective leadership for the dispensary.	Y
There was the facility for dispensers to speak confidentially to patients and protocols described the process for referral to clinicians.	Y
<p>Explanation of any answers and other comments on dispensary services:</p> <p>Improvements to patient confidentiality within the dispensary area had been made.</p> <ul style="list-style-type: none"> • The door between the dispensary and the waiting area now provided a confidential quiet area for dispensing and for speaking with patients. • Notices were also put in place offering a private consulting room to patients. 	