

Forest End Surgery

Quality Report

Forest End,
Waterlooville,
Hampshire,
PO7 7AH

Tel: 023 9226 3089

Website: www.forestendsurgery.co.uk

Date of inspection visit: 16 May 2016

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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 focused inspection of Forest End Surgery, Forest End, Waterlooville, Hampshire, PO7 7AH on 16 May 2016. This inspection was undertaken to check the practice was meeting regulations.

At our previous inspection on 14 July 2015 we found breaches of regulations relating to the safe delivery of services. The practice was rated good for providing effective, caring, responsive and well-led services and requires improvement for safe.

At our inspection on 16 May 2016, we found the practice was meeting the regulations that had previously been breached.

The practice had reviewed and implemented changes to their medicines fridge temperature monitoring procedures and escalation processes in the event of temperatures recorded outside the recommended range of two degrees Celsius to eight degrees Celsius.

We have amended 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?

At our inspection in July 2015 we found that the temperature of the medicine fridge had exceeded the recommended range. Staff had not reported this or dealt with it according to the practice policy. This meant the efficacy of the medicines could not be guaranteed.

The practice had made significant efforts to improve safety of services. In May 2016, we saw they had addressed the issues surrounding the use of medicines that we judged a breach of regulation at our inspection on 14 July 2015. Records we reviewed and processes we observed confirmed this.

The practice had reviewed and implemented changes to their medicines fridge temperature monitoring procedures and escalation processes in the event of temperatures recorded outside the recommended range of two degrees Celsius to eight degrees Celsius. We found that medicines were now stored within the appropriate temperature ranges.

Good



Forest End Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team consisted of a CQC pharmacy inspector.

Background to Forest End Surgery

The Forest End Surgery is a large practice serving the health needs of approximately 20,500 patients. The practice team consists of six GP partners and five salaried GPs. There are six female GPs and five male GPs. Supporting the GPs are 17 nurses. GPs and nursing staff are supported by an administration and reception team totalling 51 non-clinical staff.

The practice is a registered teaching practice.

The practice is open between 8am to 6:30pm Monday to Friday. Extended hours opening is from 7:20am to 8am Tuesday and Friday and 6:30pm to 7:30pm Monday and Wednesday. The practice is also open on the second Saturday of each month from 8:20am to 12pm.

The provider has opted out of providing out of hours services. Patients are requested to access these via the NHS 111 service.

The practice is part of Vine Medical Group which has a total of three GP practice locations:

Forest End, Waterlooville, PO7 7AH

Waterlooville Health Centre, Dryden Close, Waterlooville, PO7 6AL

Aintree Drive Surgery, 1 Aintree Drive, Waterlooville, PO7 8NE

We inspected the Forest End location.

We carried out a new approach comprehensive inspection on 15 July 2015. Shortfalls were found in relation to ensuring that medicines which required cold storage were kept at within the appropriate temperature ranges. We set a requirement notice for this.

Why we carried out this inspection

We carried out a focused inspection of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

How we carried out this inspection

We carried out an announced visit on 16 May 2015.

Are services safe?

Our findings

At our last inspection in July 2015 we were concerned that the practice could not provide assurance that medicines requiring refrigeration were stored within their recommended temperature range.

We received an action plan from the provider informing us of the actions they had taken to meet regulations.

At the inspection on 16 May 2016, practice staff were able to explain and demonstrate the actions they had taken

following our inspection. We saw records of investigation of previous issues, including root cause analysis. We also saw an action plan they had implemented following our inspection in July 2015. We saw records which demonstrated the practice was undertaking accurate temperature measurement and recording. These records had identified that on a number of occasions the medicines were outside of their recommended temperature range and appropriate actions had been taken to investigate and resolve the incidents.