

# Coquet Medical Group

## Quality Report

Amble Health Centre  
Percy Drive  
Amble  
Morpeth  
Northumberland  
NE65 0HD  
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Website: [www.coquetmedicalgroup.co.uk](http://www.coquetmedicalgroup.co.uk)

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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

## Contents

### Summary of this inspection

	Page
Overall summary	2
The five questions we ask and what we found	3
What people who use the service say	4

### Detailed findings from this inspection

Our inspection team	5
Background to Coquet Medical Group	5
Why we carried out this inspection	5
How we carried out this inspection	5
Detailed findings	7

## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out a previous announced inspection of this practice on 23 February 2016. Overall, we rated the practice as good. However, a breach of legal requirement was found. This related to a failure to maintain the cold-chain for medicines requiring refrigeration. Also, some medicines had not been securely stored. After the comprehensive inspection the practice wrote to us to say what they would do to address the breach we identified.

We undertook this announced focussed inspection, on 17 August 2016, to check that the practice had followed their plan and to confirm that they now met legal requirements. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Coquet Medical Group on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Our key findings were as follows:

The provider had complied with the requirement notice we set following our last inspection visit. In particular, we found:

- Improvements had been made to the arrangements for monitoring vaccines. These included improved stock control arrangements and the use of appropriate validated cool boxes to transport vaccines. The provider had introduced an effective system which ensured that daily vaccine temperature checks were consistently carried out. Improved record keeping meant staff were able to demonstrate when vaccines were stored at the recommended temperature, and that they had taken appropriate action when they were not. Staff had received training to help maintain the improvements introduced.
- Action had been taken which ensured that all medicines kept at the practice were securely stored, to prevent unauthorised access.

### 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 is rated as good for providing safe services.

- The provider had effective systems and processes for managing the cold-chain for medicines requiring cold storage, and had ensured that medicines were securely stored.

**Good**



# Summary of findings

## What people who use the service say

We did not speak to people who use the service.

# Coquet Medical Group

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

## Background to Coquet Medical Group

Coquet Medical Group provides care and treatment to 11,243 patients of all ages, based on a Personal Medical Services (PMS) contract. The practice is part of the NHS Northumberland clinical commissioning group (CCG) and provides care and treatment to patients living in Amble and the surrounding areas. We visited the following locations as part of the inspection:

Amble Health Centre, Percy Drive, Amble, Morpeth, Northumberland. NE65 0HD.

Broomhill Health Centre, Hadston Road, South Broomhill, Morpeth, Northumberland. NE65 9SF.

The practice had a mostly white British population. Nationally reported data showed that 1.8% of the population were from non-white ethnic groups. The data also showed the practice had a higher percentage of people with long-standing health conditions than the England average, and more people with caring responsibilities. Life expectancy for men was just below the England average, and for women it was higher. There were higher levels of social deprivation, especially in relation to older people and children.

The Coquet Medical Group main practice and branch surgery are located in purpose built buildings which provide patients with fully accessible treatment and consultation rooms. The practice has six GP partners (four

male and two female), three salaried GPs (one male and two female), a nurse practitioner (female), a practice nurse (female) three healthcare assistants (female), a practice manager, a practice administrator and a team of administrative and reception staff.

The practice and branch surgery are open as follows:

Monday to Friday between 8am and 6:30pm.

Saturday between 8:30am and 11.15am.

The reception desk is closed every Wednesday between 12 noon and 2pm for staff training. However, telephone calls are still answered during this time.

GP appointment times are as follows:

Monday: 8:30am to 11:40am and 2:20pm to 5:20pm.

Tuesday: 8:30am to 11:25am and 1pm to 6:20pm.

Wednesday: 8:10am to 11:30am and 2:30pm to 5:10pm.

Thursday: 8:10am to 11:25am and 2:30pm to 5:15pm.

Friday: 8:10am to 11:40am and 2:30pm to 5:30pm.

Saturday: 8:50am to 10:50am.

When the practice is closed patients can access out-of-hours care via Vocare, (known locally as Northern Doctors), and the NHS 111 service.

## Why we carried out this inspection

We undertook an announced, focused follow up inspection of Coquet Medical Group on 17 August 2016. This inspection was carried out to check whether the provider had taken the action they said they would take to address the shortfall in relation to a legal requirement, which had been identified during our inspection on 23 February 2016.

# Detailed findings

We inspected the practice against one of the five questions we ask about services: is the service safe. This was because the service was not meeting a legal requirement relating to safety. The arrangements for ensuring medicines were stored securely were not satisfactory and staff could not adequately demonstrate that vaccines were stored in accordance with the manufacturers' requirements in relation to temperature.

## How we carried out this inspection

Before visiting, we reviewed a range of information that we hold about the practice and asked other organisations to share what they knew. We carried out an announced visit on 17 August 2016. During our visit we spoke with:

- The practice manager.
- We reviewed a sample of the records kept by staff.
- We looked at some of the equipment kept at the practice.

# Are services safe?

## Our findings

When we last inspected the practice, in February 2016, we identified that some aspects of the practice's arrangements for managing vaccines, and storing medicines securely, were not satisfactory. In particular, we found that:

- The records staff kept of the temperature checks of the refrigerators used to store vaccines, indicated that vaccines kept at the practice's branch surgery had not always been stored within the correct range. Also, it was not clear from the records we looked at what action had been taken to address this. In particular, we found that on several days during October and November 2015, and January 2016, there had been a break in the cold-chain. (A cold-chain is an uninterrupted series of storage and distribution activities which ensure and demonstrate that a medicine is always kept at the right temperature.) During the inspection, one of the GP partners downloaded data from the data logger kept in the refrigerator where, according to the manual records kept by staff, vaccines had, for a number of days, been stored outside of the recommended temperature range. (A data logger is an electronic device that records data over time, which can then be downloaded into a computer.) This data showed that vaccines had in fact been stored within the correct temperature range, which meant the cold-chain had not been compromised and therefore no patient recall was required. However, the manual records kept by staff did not correlate with the data logger information, and staff told us this was probably due to it not being set up correctly.
- Vaccines had been transported between the main practice site and the branch surgery in a cool bag that had not been specifically designed for this purpose.
- Some medicines at the main practice site had not been stored securely. In particular, we found that vaccines were stored in refrigerators, in an unlocked room, with the keys left in the door locks.

During our inspection of 17 August 2016, we found that:

- Staff had liaised with the local NHS England screening and immunisations team to obtain advice and support regarding how to address our concerns. They told us they had implemented all of the advice they received, and had reviewed all their vaccine management systems and processes.
- Staff introduced a new stock control record, to improve vaccine stock management. These records showed staff were maintaining an effective overview of their vaccine stock, to help them maintain the cold-chain for each refrigerator.
- All vaccines were stored within the correct temperature range, and staff had maintained a log of the twice daily checks they completed. Where vaccines had been out of temperature range for a short period of time, we saw that staff had indicated the reason for this. Staff told us fluctuations in refrigerator temperatures usually occurred on clinic days when the refrigerators were frequently opened, or when new stock was being added.
- New refrigeration equipment had been purchased, and staff had received training in how to ensure temperatures were correctly taken and recorded. Designated staff had also received training in how to receive vaccines onto the premises.
- The sample of vaccines checked were within their expiry date, and all the refrigerators were clean and hygienic.
- The practice's policies and procedures relating to vaccine monitoring had been reviewed and updated.
- Medical grade cool boxes had been purchased to help ensure the cold-chain was maintained, whilst vaccines were transported between the main practice and the branch surgery. Appropriate records were being maintained.
- All medicines were securely stored at the main practice and the branch surgery.