

Care Quality Commission

Inspection Evidence Table

Dr V C Tiguti & Partners (1-580430186)

Inspection date: 4 August 2020

Date of data download: 27 July 2020

Overall rating: Good

Safe

Rating: Good

We previously carried out an announced, comprehensive inspection of Dr V C Tiguti & Partners on 18 December 2019 and rated the practice as requires improvement for providing safe services because:

- Used sharps boxes had not been collected within three months after first use, even if not full.
- When the manufacturer's maximum temperature range had been exceeded in fridges used to store vaccines, the practice had not followed the processes detailed in their cold chain policy to ensure that vaccines were safe to administer.
- A risk assessment had not been completed to mitigate potential risks for the storage of prescription stationery in a printer at the branch practice.
- Changes made to procedures as a result of a significant event had not been reflected in the standard operating procedure for the dispensing of medicines.
- Newly implemented systems to review significant events over time and monitor and track Medicines and Healthcare products Regulatory Agency (MHRA) alerts had not been embedded into practice.

At this inspection we found that appropriate action had been taken by the practice to mitigate these risks.

Infection prevention and control

Appropriate standards of cleanliness and hygiene were met.

	Y/N/Partial
The arrangements for managing waste and clinical specimens kept people safe.	Yes
Explanation of any answers and additional evidence: At our previous inspection in December 2019, we found that used sharps boxes had not been collected within three months after first use, even if not full. At this inspection we found that a system of checking dates on sharps boxes had been introduced. We looked at the log of checks over a three-month period and found that boxes had been collected and disposed of when they had been open for three months or less.	

Appropriate and safe use of medicines

The practice had systems for the appropriate and safe use of medicines, including medicines optimisation

Medicines management	Y/N/Partial
Blank prescriptions were kept securely and their use monitored in line with national guidance.	Yes
Vaccines were appropriately stored, monitored and transported in line with PHE guidance to ensure they remained safe and effective.	Yes
<p>Explanation of any answers and additional evidence:</p> <p>At our previous inspection in December 2019, we found that prescription stationery was not stored securely in a printer at the branch practice. A risk assessment to mitigate potential risks had not been completed. At this inspection we saw evidence that locks had been purchased and fitted to the printer to ensure prescription stationery was stored securely.</p> <p>At our previous inspection, we found that when the manufacturer's maximum temperature range had been exceeded in fridges used to store vaccines, the practice had not followed the processes detailed in their cold chain policy to ensure that vaccines were safe to administer. At this inspection we found that a significant event analysis had been completed to mitigate the risks identified at our previous inspection. We found that changes had been made to the checking of fridge temperatures, for example, a system of checking the fridge temperature twice a day had been implemented and a data logger fitted inside the fridges to provide 24-hour monitoring of the fridge temperatures. The cold chain policy had been updated and staff had been provided with training on maintaining the cold chain. The practice had contacted Public Health England and the vaccine manufacturers for advice on the thermostability of the affected vaccines. Patients had been informed and offered revaccination to ensure the effectiveness of the vaccines.</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
Medicines that required refrigeration were appropriately stored, monitored and transported in line with the manufacturer's recommendations to ensure they remained safe and effective.	Yes
<p>Explanation of any answers and other comments on dispensary services:</p> <p>At our previous inspection in December 2019, we found that changes made to procedures as a result of a significant event had not been reflected in the standard operating procedure for the dispensing of medicines. At this inspection we found that the standard operating procedure had been appropriately updated.</p>	

Track record on safety and lessons learned and improvements made

The practice learned and made improvements when things went wrong.

Significant events	Y/N/Partial
There was evidence of learning and dissemination of information.	Yes
<p>Explanation of any answers and additional evidence:</p> <p>At our previous inspection in December 2019, we found that systems to enable staff to discuss the learning from significant events and a system to review trends over time were not in place. At this inspection we found that significant events were a standard agenda item at partner meetings. However, from the meeting minutes we reviewed it was not clear if significant events had been reviewed over time to identify trends.</p>	

Safety alerts	Y/N/Partial
There was a system for recording and acting on safety alerts.	Yes
<p>Explanation of any answers and additional evidence:</p> <p>At our previous inspection in December 2019, we found that an overarching record of Medicines and Healthcare products Regulatory Agency (MHRA) alerts to track actions taken by the practice over time was not in place. At this inspection, we found that systems were in place to review, action and monitor that MHRA alerts were dealt with appropriately.</p>	

Well-led

Rating: Good

We previously carried out an announced, comprehensive inspection of Dr V C Tiguti & Partners on 18 December 2019 and rated the practice as good overall and for well-led services and made a best practice recommendation:

- Develop a clear practice vision in collaboration with staff, patients and external partners.

At this inspection we found that this had been completed.

Vision and strategy

The practice had a clear vision and credible strategy to provide high quality sustainable care.

	Y/N/Partial
The practice had a clear vision and set of values that prioritised quality and sustainability.	Yes
The vision, values and strategy were developed in collaboration with staff, patients and external partners.	Yes
Explanation of any answers and additional evidence: At our previous inspection in December 2019, we made a best practice recommendation that the practice should develop a clear practice vision in collaboration with staff, patients and external partners. At this inspection we were shown the practice's mission statement which had been developed with staff: 'Dr Tiguti & Partners strive to deliver safe, high quality, compassionate care to all our patients. We are committed to working together to improve the health and well-being of our patients in a supportive and courteous manner, putting patients at the heart of everything we do. Our aim is to provide the highest quality health care available to all our patients, with a well-trained and highly motivated primary health care team'.	