

Hanley Health Centre GP Practice

Date of Monitoring visit

9th September 2019. 2:00 p.m. - 2:30 p.m.

Address of Surgery

Hanley Health Centre,
Upper Huntbach Street,
Hanley,
Stoke-on-Trent,
ST1 2BN

Authorised Representatives

Maureen Myers and Kevin Lovatt

Representatives have undertaken Enter and View Training and are enhanced DBS checked.

Purpose of visit

Healthwatch Stoke-on-Trent had been informed by a patient of the Practice that they had inadvertently been prescribed incorrect medication during one of her appointments which luckily was spotted by her normal pharmacist. This particular medication could have caused harm to the patient.

Our visit was to look at practices within the surgery, to see how procedures, particularly relating to safety, might be improved.

Methodology

A letter was sent to the Assistant Practice Manager, Wendy Raeside, on 19th August letting the surgery know we were planning to visit at 'some point within the next three months'.

The visit

Upon arriving at the surgery, our team, as normal, introduced themselves to the receptionist and asked to speak to the person in charge, before the visit began. However, the receptionist informed our visitors that 'there was no-one in charge' and therefore 'no-one who could advise on the visit'.

The surgery was open, and our visiting team were dismayed that they had been informed that there was no one in 'charge' of the Practice. Because of this, the visit was halted in an unsatisfactory way and our team left after pointing out to the receptionist that the findings would be noted and the visit re-arranged.