

North Chelmsford NHS Healthcare Centre

Quality Report

Sainsburys Store
2 White Hart Lane
Springfield
Chelmsford
Essex
CM2 5EF

Tel: 03001233366

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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.

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out follow up focussed inspection of North Chelmsford NHS Healthcare Centre on 17 February 2015.

Summary of findings

This inspection was a follow up to our previous inspection of the practice on the 13 July 2013. At that inspection, we found that the practice did not have effective recruitment procedures.

Following that inspection the provider sent us a plan of the actions it intended to take. We inspected to check that the actions had been implemented. We found that the provider had in place procedures and processes for the recruitment of staff.

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?

This inspection focussed on the recruitment of staff. We found the practice had in place processes for the safe recruitment of both permanent and agency staff. These processes ensured relevant checks were carried out before staff started work at the practice.

Summary of findings

What people who use the service say

We did not speak with people who use the service as part of this inspection.

North Chelmsford NHS Healthcare Centre

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection was carried out by a CQC Inspector.

Background to North Chelmsford NHS Healthcare Centre

North Chelmsford NHS Healthcare Centre is located above the Sainsbury superstore in Chelmsford. The practice is run by Virgin Care Chelmsford LLP which operates a number of walk in centres across the country.

The centre provides a GP-led walk-in service and is open from 8am to 8pm. Registered and unregistered patients may attend the service, with or without an appointment.

Why we carried out this inspection

We carried out this inspection to check the processes in place for the recruitment of staff only.

How we carried out this inspection

We informed the practice the week before our inspection that we would be carrying out an inspection on 17 February 2015.

During our visit we spoke with the practice manager. We reviewed recruitment policies and procedures, and checked the files of recruited staff.

Are services safe?

Our findings

Staffing and recruitment

The records we looked at contained evidence that appropriate recruitment checks had been undertaken for staff prior to employment. The practice had a recruitment policy, that set out the standards it followed when recruiting clinical and non-clinical staff. The practice also

had a recruitment policy for the recruitment of locum GPs. This policy included ensuring appropriate checks had been undertaken. We looked at five staff records and saw that appropriate checks had been conducted. For example, proof of identification, references, qualifications, registration with the appropriate professional body and criminal records checks through the Disclosure and Barring Service (DBS).