

Walkley House Medical Centre

Quality Report

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Date of inspection visit: 12 April 2017

Date of publication: 06/06/2017

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 comprehensive inspection at Walkley House Medical Centre on 7 September 2016. The overall rating for the practice was good with requires improvement for the 'safe' domain. The full comprehensive report on the 7 September 2016 inspection can be found by selecting the 'all reports' link for Walkley House Medical Centre on our website at www.cqc.org.uk.

This inspection was an announced desktop inspection carried out on Wednesday 12 April 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 7 September 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as good.

Our key findings were as follows:

- We saw evidence that the practice had carried out fire risk assessments at both the main and the branch surgery.
- We noted that actions had been reviewed and completed from the legionella risk assessment.
- An infection prevention and control audit had been carried out at the branch surgery.
- We saw evidence that blank prescriptions were tracked through the practice and complied with NHS Protect Security of prescription forms guidance 2013.
- We saw photographic evidence that the storage arrangements for patient records had been reviewed and they were locked and stored in a safe place.
- The Parliamentary Health Service Ombudsman details had been added to the practice complaints response sheet.

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?

Improvements had been made since our last inspection on 7 September 2016 and the practice is now rated good for providing safe services. Our key findings were as follows:

- We saw evidence that the practice had carried out fire risk assessments at both the main and the branch surgery.
- Actions had been reviewed and completed from the legionella risk assessment.
- An infection prevention and control audit had been carried out at the branch surgery.
- We saw evidence that blank prescriptions were tracked through the practice and complied with NHS Protect Security of prescription forms guidance 2013.
- We saw photographic evidence that the storage arrangements for patient records had been reviewed and they were locked and stored in a safe place.
- The Parliamentary Health Service Ombudsman details had been added to the practice complaints response sheet.

Good



Walkley House Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Inspector.

Background to Walkley House Medical Centre

Walkley House Medical Centre is situated in Sheffield city centre and has a branch surgery at Stannington. The practice provides services for 11,300 patients under the terms of the General Medical Services (GMS) contract. The practice catchment area is classed as within the group of the fourth most deprived areas in England. The age profile of the practice population is similar to other GP practices in the Sheffield Clinical Commissioning Group (CCG) area.

The practice has four GP partners one female and three male, three female salaried GPs, four practice nurses and four healthcare assistants. They are supported by a team of practice management staff and an administration team. The practice is open between 8am and 6.30pm Monday, Tuesday, Wednesday and Friday and 8am to 1.30pm on Thursdays. Appointments with staff are available at various times throughout the day. The practice offer a rota system with local practices in Satellite Units to provide evening access for patients until 9pm on weekdays and 10am to 6pm at weekends. When the practice is closed calls are answered by the out-of-hours service which is accessed via the surgery telephone number or by calling the NHS 111 service.

Why we carried out this inspection

We undertook a comprehensive inspection of Walkley House Medical Centre on 7 September 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated good overall but as requires improvement for the 'safe' domain. The full comprehensive report following the inspection on 7 September 2016 can be found by selecting the 'all reports' link for Walkley House Medical Centre on our website at www.cqc.org.uk.

We undertook a desktop inspection of Walkley House Medical Centre on 12 April 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

How we carried out this inspection

We carried out a desktop based inspection of Walkley House Medical Centre on 12 April 2017. This involved reviewing a range of documentary evidence that the practice submitted which identified that:

- Fire risk assessments had been carried out at the main and the branch surgery.
- Actions had been reviewed and completed from a legionella risk assessment.
- An infection prevention and control audit had been carried out at the branch surgery.

Detailed findings

- We saw evidence that blank prescriptions were tracked through the practice and complied with NHS Protect Security of prescription forms guidance.
- We saw photographic evidence that patient records were stored safely.
- The Parliamentary Health Service Ombudsman details had been added to the practice complaints response sheet.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Are services safe?

Our findings

- At our previous inspection on 7 September 2016 we rated the practice as requires improvement for providing safe services because we did not see fire risk assessments at the main or the branch surgery.
- During our follow up desktop inspection on 12 April 2017 we saw evidence that the practice had carried out fire risk assessments at both the main and the branch surgery.
- At our previous inspection on 7 September 2016 we rated the practice as requires improvement for providing safe services because although a legionella risk assessment had been carried out, we did not see that actions had been reviewed or completed.
- During our follow up desktop inspection on 12 April 2017 we found that the practice had reviewed and completed all actions from the legionella risk assessment for example we saw a recording log of the flushing of taps.
- At our previous inspection on 7 September 2016 we rated the practice as requires improvement for providing safe services because an infection prevention and control audit had not been carried out at the branch surgery.
- During our follow up desktop inspection on 12 April 2017 we saw evidence that an infection prevention and control audit had been carried out at the branch surgery.
- At our previous inspection on 7 September 2016 we rated the practice as requires improvement for providing safe services because blank prescriptions were not tracked through the practice nor did they comply with NHS Protect Security of prescription forms guidance.
- During our follow up desktop inspection on 12 April 2017 we saw evidence of a recording log sheet to monitor and track prescriptions throughout the practice which complied with NHS Protect Security of prescription forms guidance.
- At our previous inspection on 7 September 2016 we rated the practice as requires improvement for providing safe services because some patient records were not locked or stored in a safe place.
- During our follow up desktop inspection on 12 April 2017 we saw evidence that the storage arrangements for patient records had been reviewed and photographic evidence that they were locked and stored in a safe place.
- At our previous inspection on 7 September 2016 we rated the practice as requires improvement for providing safe services because the Parliamentary Health Service Ombudsman details had not been added to the practice complaints response sheet.
- During our follow up desktop inspection on 12 April 2017 we saw evidence that the practice the Parliamentary Health Service Ombudsman details had been added to the practice complaints response sheet.