

# West Street Surgery

## Inspection report

89 West Street  
Dunstable  
Bedfordshire  
LU6 1SF  
Tel: 01582 664401  
[www.weststreetsurgery.org.uk](http://www.weststreetsurgery.org.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 location**

Inadequate



# Overall summary

We carried out an announced focused inspection of West Street Surgery on 27 February 2019. This inspection was undertaken to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulation set out in warning notices we issued to the provider in relation to Regulation 12 Safe care and treatment and Regulation 17 Good governance.

The practice received an overall rating of inadequate at our inspection on 19 September 2018 and this will remain unchanged until we undertake a further full comprehensive inspection within six months of the publication date of the initial report.

The full comprehensive report from the September 2018 inspection can be found by selecting the 'all reports' link for West Street Surgery on our website at .

Our key findings were as follows:

- The practice had complied with the warning notices we issued and had taken the action needed to comply with the legal requirements.
- The practice had conducted risk assessments for fire and health and safety and had plans for completing any actions identified.
- The practice had developed logs for complaints, significant and safety alerts and these were shared with practice staff at clinical meetings.
- The practice had improved infection control practices.
- The practice had developed a training matrix to maintain oversight of staff training needs. Most staff had completed mandatory training.
- The practice had begun a programme of staff appraisal where clinical competence was assessed and evaluated.
- Staff told us that they felt more supported however some staff still felt undervalued.
- Communication between the management and staff teams had improved however reception staff had not been included in meetings.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Professor Steve Field** CBE FRCP FFPH FRCGP Chief Inspector of General Practice

## Population group ratings

<b>Older people</b>	<b>Inadequate</b> 
<b>People with long-term conditions</b>	<b>Inadequate</b> 
<b>Families, children and young people</b>	<b>Inadequate</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Inadequate</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Inadequate</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Inadequate</b> 

## Our inspection team

Our inspection team was led by a CQC inspector and included a GP specialist advisor.

## Background to West Street Surgery

West Street Surgery provides a range of primary medical services, including minor surgical procedures, from its location at 89 West Street, Dunstable, Bedfordshire, LU6 1SF. It is part of the NHS Bedfordshire Clinical Commissioning Group (CCG). The practice holds a General Medical Services contract (GMS), this is a nationally agreed contract with NHS England.

The practice serves a population of approximately 12,000 patients with a slightly higher than national average population of patients aged over 65 years and slightly lower than national average population of patients aged between five and 14 years. The practice population is 92% white British.

The practice supports five local care homes and one local learning disability home.

Information published by Public Health England rates the level of deprivation within the practice population group as seven on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The clinical team consists of two male and one female GP partners, one female salaried GP and one female long-term locum GP. The practice also employs two female senior nurse practitioner prescribers, two female practice nurses and one female practice nurse that also works as a community matron for the practice providing

home visits to patients unable to attend the practice. The clinical team also includes a health care assistant, a phlebotomist and a practice-based pharmacist. The team is supported by a practice manager and a team of non-clinical, administrative staff. Members of the community midwife team and a mental health link worker operate regular clinics from the practice.

The practice operates from a two-storey purpose built property, with disabled access throughout. Patient consultations and treatments take place on the ground floor level. There is a large car park outside the surgery, with parking for people living with disabilities available.

West Street Surgery is open from 8am to 6.30pm on Monday to Friday with extended opening on Monday and Wednesday until 7.30pm. They have recently worked with five local surgeries to provide extended access to patients. When the practice is closed out of hours services are can be accessed via the NHS 111 service. Information about this is available in the practice and on the practice website.

The practice provides family planning, surgical procedures, maternity and midwifery services, treatment of disease, disorder or injury and diagnostic and screening procedures as their regulated activities.