

# Western Ave Medical Centre

## Quality Report

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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 service

Good



Are services effective?

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 of Western Ave Medical Centre on 26 July 2016. The overall rating for the practice was good, however the practice was rated as requires improvement for providing safe services. We carried out a desk-based review on 20 January 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 26 July 2016. The practice had met the legal requirements and continued to be rated as good, however we rated the practice as requires improvement for providing effective services as staff had not received the training needed for their roles. The full comprehensive report on the July 2016 inspection and the desk based review in January 2017 can be found by selecting the 'all reports' link for Western Ave Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was a desk-based review carried out on 18 July 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulations that we identified in our previous inspection on 20 January 2017. This report covers our findings in relation to those requirements.

Overall the practice is rated as good.

Our key findings were as follows:

- Staff were receiving the training needed for their roles.

We found that the provider should make the following improvements:

- The practice should develop a system to support annual updates of training in safe working practices.

**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 effective?**

The practice is rated as good for providing effective services. The service had put a system in place for ensuring staff were receiving the training needed for their roles.

**Good**



# Western Ave Medical Centre

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

The inspection was undertaken by a CQC inspector.

## Background to Western Ave Medical Centre

Western Ave Medical Centre is responsible for providing primary care services to approximately 3,900 patients. The practice is situated in Gordon Road, off Western Avenue, Chester. The practice is based in an area with higher levels of economic deprivation when compared to other practices nationally. The number of patients with a long standing health condition is slightly higher than average when compared to local and national averages.

The staff team includes two partner GPs, two salaried GPs, two practice nurses, a phlebotomist, pharmacist, practice manager and administration and reception staff. Two GPs are male and the remaining GPs and nursing team are female. The practice is open 8am to 6.30pm Monday to Friday. An extended hour's service for routine appointments and an out of hour's service are commissioned by West Cheshire CCG and provided by Cheshire and Wirral Partnership NHS Foundation Trust.

The practice has a Personal Medical Services (PMS) contract. The practice offers a range of enhanced services such as flu and shingles vaccinations, minor surgery, near patient testing anti-coagulation and spirometry.

## Why we carried out this inspection

We undertook a comprehensive inspection of Western Ave Medical Centre on 26 July 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The overall rating for the practice was good, however the practice was rated as requires improvement for providing safe services. We carried out a desk-based review on 20 January 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 26 July 2016. The practice had met the legal requirements and continued to be rated as good, however the practice was rated as requires improvement for effective services as we identified improvements were needed to staff training. The full comprehensive report on the July 2016 inspection and the desk based review in January 2017 can be found by selecting the 'all reports' link for Western Ave Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up desk-based focused inspection of Western Ave Medical Centre on 18 July 2017. This inspection was carried out to review 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 desk based review of Western Ave Medical Centre on 18 July 2017. This involved a discussion with the practice manager and reviewing records submitted by the practice demonstrating how improvements had been made.

# Are services effective?

(for example, treatment is effective)

## Our findings

At the comprehensive inspection on 26 July 2016 we identified that the training records should be improved to assist with the planning and monitoring of staff training. Staff told us they had completed training in a number of areas however there was no overall record to show the dates of completion or when training refreshers were due. At the inspection on 20 January 2017 these records had been updated using available training certificates and training records. This identified a number of shortfalls in mandatory training. For example not all staff had

completed fire safety, information governance, adult safeguarding, child safeguarding or infection control training. The practice manager provided a training plan for the next six months to ensure all staff had completed the required training. At this inspection we reviewed the training plan which demonstrated staff were either up to date with their mandatory training or a date was planned to undertake the training. We reviewed a sample of training certificates to support this. We found that some staff had not refreshed their mandatory training annually and the practice should develop a system to support this.