

# Watlington Medical Centre

## Inspection 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 location

Good



Are services safe?

Good



# Overall summary

**This practice is rated as Good overall.** (Previous rating published 18 December 2017, good overall.)

The key questions at this inspection are rated as:

Are services safe? – Good

We carried out an announced comprehensive inspection at Watlington Medical Centre on 2 November 2017 as part of our regulatory function. The practice was rated as good overall, and good for providing effective, caring, responsive and well led services. It was rated as requires improvement for providing safe services. We carried out an announced desktop inspection on 19 September 2018 to follow up on the breach of regulation identified at the 2 November 2017 inspection.

At this inspection we found:

- A range of health and safety risk assessments had been completed and identified actions implemented. This included for example, premises, legionella (a bacterium which can contaminate water systems in buildings) and the Control of Substances Hazardous to Health.
- A hard wiring test of the premises had been undertaken.
- The practice had reviewed their system for Disclosure and Barring Service checks to ensure that staff were not employed before relevant checks had been completed.
- An audit had been undertaken on infection rates for minor surgery interventions from November 2017 to June 2018. This audit identified that from 31 minor surgeries, there were no post-operative infections. The audit had been discussed at a clinical meeting on 18 July 2018. A further audit was planned for January 2019.

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

**Please refer to the detailed report and the evidence table for further information.**

## Our inspection team

Our inspection team included a Care Quality Commission (CQC) lead inspector.

## Background to Watlington Medical Centre

- The name of the registered provider is Watlington Medical Centre.
- The practice is registered to provide diagnostic and screening procedures, family planning, surgical procedures, maternity and midwifery services and treatment of disease, disorder or injury.
- The practice has a general medical services (GMS) contract with the West Norfolk Clinical Commissioning Group (CCG).
- There are approximately 6,700 patients registered at the practice.
- The website for the practice is <http://www.watlingtonmedicalcentre.co.uk>
- The practice has four GP partners (two male two female), two salaried GPs (both female), a business manager, an administration manager, a dispensary team with a manager, two nurse practitioners (of which one was advanced), three practice nurses, one healthcare assistant, administrative staff and cleaning staff. The practice offers dispensing services to those patients on the practice list who live more than one mile (1.6km) from their nearest pharmacy.
- The practice is open from 8.30am to 1pm and from 2pm to 6.30pm on Mondays, Wednesdays, Thursdays and Fridays and from 8.30am to 12noon on Tuesdays.

The practice is routinely closed on Tuesday afternoons for staff training. On Tuesday afternoons and between 1pm and 2pm on the other days, patients have access through a medical call handling service (Medicom) who pass the calls through to an onsite on call duty doctor at Watlington Medical Centre who can review patients as needed.

- When the practice was closed patients were directed to the out of hours service provided by Integrated Care 24 via the NHS 111 service.
- The most recent data available from Public Health England showed the practice has an average number of patients under the age of 18 and a higher than average number of patients aged 65 to 75 compared to the England average. Income deprivation affecting children is 12%, which is lower than the CCG average of 17% and the national average of 20%. Income deprivation affecting older people is 12%, which is also lower than the CCG average of 15% and national average of 20%. Life expectancy for patients at the practice is 81 years for males and 84 years for females; this is above the national expectancy of 79 years and 83 years respectively.

## Are services safe?

At our previous inspection published on 18 December 2017, we rated the practice as requires improvement for providing safe services. This was because some health and safety risks were not sufficiently assessed and acted upon and checks with the Disclosure and Barring Service had not been undertaken for one member of clinical staff. These arrangements had improved when we undertook a desktop inspection on 19 September 2018. The practice is now rated as good for providing safe services.

### Safety systems and processes

The practice had clear systems to keep people safe and safeguarded from abuse.

- The practice had a clear policy in place in relation to staff recruitment checks, which included obtaining Disclosure and Barring Service (DBS) checks. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable.) DBS checks were required for all clinical staff and an assessment the role of non-clinical staff was completed to ascertain if a DBS check was required. Clinical staff acted as chaperones and had a DBS check completed. The practice carried out DBS checks at the time of recruitment and planned to recheck the DBS status of relevant staff every three years. A process for checking that DBS checks had been obtained, and were in date, was in place before employment, at induction, through a yearly

administration check and through a check during the employee's annual appraisal. A spreadsheet was in place to record and monitor that DBS checks were in place and in date, in accordance with the practice's policy.

### Track record on safety

The practice had a good track record on safety.

- There were comprehensive risk assessments in relation to safety issues. A maintenance of equipment and premises policy was in place, which detailed the risk assessments and safety checks that were required, and actions to ensure these were completed.
- A Legionella risk assessment had been completed in December 2017. (Legionella is a bacterium which can contaminate water systems in buildings).
- The practice had a health and safety policy. A health and safety risk assessment had been completed in November 2017 and identified actions had been completed.
- An electrical installation condition report had been undertaken in January 2018.
- A Control of Substances Hazardous to Health (COSHH) policy and risk assessments were in place.
- The practice monitored and reviewed safety using information from a range of sources.

**Please refer to the evidence table for further information.**