

Watling Medical Practice

Inspection report

2 Watling Street
Northwich
Cheshire
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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

We carried out an announced comprehensive inspection of Watling Medical Practice on 8 November 2018 as part of our inspection programme. The overall rating for the practice was good, however we rated the practice as requires improvement for safe. The full comprehensive report on the November 2018 inspection can be found by selecting the 'all reports' link for Watling Medical Practice on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on 6 February 2019 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 8 November 2018. 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:

- The system for recruiting staff had been reviewed to ensure only fit and proper persons were employed.
- The provider had taken action to address the areas where we advised them that improvements should be made. Improvements had been made to the procedures for the management of prescriptions. The risk

assessment for taking medication on home visits had been updated. Staff had received guidance on the updated safeguarding policies and procedures. A revised procedure had been developed to encourage the uptake of cervical screening which referred to screening being encouraged through monitoring of uptake, sending reminder letters and telephoning patients.

- At our previous inspection on 8 November 2018, we advised the provider that infection control should be improved by the provision of an elbow mixer tap in the minor surgery room and that curtains should be provided in two treatment rooms to promote privacy and dignity during examinations. At this inspection, this has not been fully addressed, however the provider told us the action being taken to address these issues.

The areas where the provider **should** make improvements are:

- Provide an elbow mixer tap to the sink in the minor surgery room to improve infection control.
- Provide curtains in two treatment rooms to promote privacy and dignity during examinations.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Population group ratings

Our inspection team

This inspection was carried out by a Care Quality Commission (CQC) inspector.

Background to Watling Medical Practice

Watling Medical Practice is located in Northwich, Cheshire. The practice website address is www.watlingmedicalpractice.nhs.uk. The practice is part of NHS Vale Royal Clinical Commissioning Group (CCG) and has a General Medical Services (GMS) contract. The practice is located in a purpose-built facility, which it shares with community and secondary health services.

At this practice there are six GP partners and four practice nurses. Three GPs and the nursing team are female. Clinicians are supported by a practice manager and reception and administration staff. The practice is a training practice for GP registrars, medical and nursing students.

Watling Medical Practice is registered with the Care Quality Commission to carry out the following regulated activities:

Diagnostic and screening procedures,

Family planning,

Maternity and midwifery services,

Surgical procedures,

Treatment of disease, disorder or injury.

The practice provides a service to approximately 7725 patients. The practice has a less deprived patient population when compared to other practices nationally.

The practice is open 8am to 6.30pm every weekday. Patients are directed to telephone 111 for GP services outside of normal operating hours.