

Wingerworth Medical Centre

Inspection report

Allendale Road
Wingerworth
Chesterfield
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www.wingerworthmedicalcentre.co.uk/

Date of inspection visit: 25 April 2022
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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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Outstanding 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection at Wingerworth Medical Centre on 20 and 25 April 2022. Overall, the practice is rated as Good. We rated the key questions:

Safe: Good

Effective: Good

Caring: Good

Responsive: Outstanding

Well-led: Good

Wingerworth Medical Centre was previously registered at a different address. It was inspected on 28 November 2016 and rated good overall and in all key questions. The previous report was archived in July 2017.

The full reports for previous inspections can be found by selecting the 'all reports' link for Wingerworth Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a comprehensive inspection because the practice had not previously been inspected at this location. It covered:

- All five key questions

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected

Overall summary

- information from our ongoing monitoring of data about services
- information from the provider, patients and other organisations.

We have rated this practice as Good overall and in all key questions except responsive which we rated as outstanding.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- There were systems in place to monitor high-risk medicines and monitoring of patients with long-term conditions. However, a clear audit trail of recording that blood test monitoring had been completed was not always maintained. Where issues were identified, the practice had action plans in place to mitigate any potential risks.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care. Patient feedback about care and treatment was very positive.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The practice demonstrated a strong focus on continuous learning, improvement and innovation.

We rated the practice as outstanding for responsive because:

- The practice had responded to the needs of its population by delivering services differently. For example, virtual evening education sessions for parents of children and young adults who were experiencing poor mental health, patients going through the menopause and engaging with men to promote improved mental and physical health.
- The practice had provided educational sessions for children at a local primary school on how to deal with medical emergencies, 999 calls and choking.
- To increase the physical activity of patients, the practice had organised a charity event to encourage patients to walk, run or cycle a specified distance each month. They achieved a cumulative distance of 4,444 miles and raised £5000 for the local hospice.
- Patients were extremely positive about access to appointments at the practice. All four indicators from the national GP survey were above the local and national averages with 95% of respondents stating they were satisfied with the appointment offered and 91% stating it was easy to get through to the GP practice on the telephone.

Whilst we found no breaches of regulations, the provider **should**:

- Maintain a clear audit trail of checking blood test results in patients' records before issuing repeat prescriptions for high risk medicines and patients with long-term conditions.
- Embed into practice their action plans to follow up on patients with diabetic retinopathy, asthma and potential diabetes.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Wingerworth Medical Centre

Wingerworth Medical Centre is located in Derbyshire at:

Allendale Road

Wingerworth

Chesterfield

Derbyshire

S42 6PX

We visited Wingerworth Medical Centre as part of this inspection.

The provider is a partnership registered with CQC to deliver the regulated activities; diagnostic and screening procedures, maternity and midwifery services, family planning, surgical procedures and treatment of disease, disorder or injury.

The practice is situated within the NHS Derby and Derbyshire Clinical Commissioning Group (CCG) and delivers Personal Medical Services (PMS) to a patient population of approximately 6,532 people. This is part of a contract held with NHS England. The practice is part of the South Hardwick Primary Care Network (PCN), a wider network of eight GP practices that work collaboratively to deliver primary care services.

Information published by Public Health England reports the deprivation ranking within the practice population group is in the ninth lowest decile (nine out of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is predominantly white at 98% of the registered patients, with estimates of 0.8% mixed, 0.9% Asian and 0.2% other groups.

The age profile demonstrates a higher proportion of older patients, and lower numbers of younger patients compared to local and national averages:

- The percentage of older people registered with the practice is 24.3% which is above the CCG average of 20.3%, and the national average of 17.6%.
- The percentage of young people registered with the practice is 18.4% which is below the CCG average of 19.4%, and the national average of 20%.

There is a team of six GPs, two practice team leaders, a clinical pharmacist, a practice nurse and two nurse prescribers and a nursing associate. The clinical staff are supported by a non-clinical and a clinical partner, a practice manager and a team of reception and administrative staff. Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, GP appointments are either telephone consultations or face to face.

Extended access is provided by the practice where evening and early morning appointments are available. Out of hours services are provided by Derbyshire Health United (DHU).