

Wokingham Community Hospital- Westcall Out of Hours

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 safe?	Good	
Are services effective?	Good	
Are services caring?	Good	
Are services responsive to people's needs?	Good	
Are services well-led?	Good	

Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

In December 2015, we found concerns related to the management of medicines during a comprehensive inspection of Wokingham Community Hospital- Westcall Out of Hours, Wokingham, Berkshire. The service was rated as good overall with a requires improvement in the safe domain. Following the inspection the provider sent us an action plan detailing how they would improve the areas of concern. The previous inspection in December 2015 had found one breach of the regulations relating to the safe delivery of services.

We carried out an focussed inspection at Wokingham Community Hospital in April 2016. This is the registered

location of Westcall Out of Hours Service. This inspection was to follow up on concerns with the safety and management of prescriptions at the previous inspection December 2015.

Following the improvements made since our last inspection in December 2015; the practice was now meeting the regulations that had previously been breached. The practice is rated as good overall.

Specifically the practice was:

- Operating safe systems in relation to management of medicines. This included clear and robust processes relating to the security of prescriptions had been implemented since our inspection in December 2015.

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 safe?

The practice is rated as requires improvement for providing safe services in December 2015.

Our last inspection, we identified a concern relating to the management and security of prescriptions. During the inspection in April 2016 we saw the concerns had been addressed:

- Wokingham Community Hospital- Westcall Out of Hours had reviewed protocols and risks associated with the management and security systems.
- Process and procedures had been developed or enhanced to ensure the security of prescriptions in service areas. This included prescription forms and pads used in the Out of Hours vehicles.

Good



Are services effective?

Following the last inspection in December 2015, the practice was rated as good for providing effective services. This area was not inspected during the April 2016 inspection.

Good



Are services caring?

Following the last inspection in December 2015, the practice was rated as good for providing effective services. This area was not inspected during the April 2016 inspection.

Good



Are services responsive to people's needs?

Following the last inspection in December 2015, the practice was rated as good for providing effective services. This area was not inspected during the April 2016 inspection.

Good



Are services well-led?

Following the last inspection in December 2015, the practice was rated as good for providing effective services. This area was not inspected during the April 2016 inspection.

Good



Wokingham Community Hospital- Westcall Out of Hours

Detailed findings

Background to Wokingham Community Hospital- Westcall Out of Hours

Wokingham Community Hospital is the registered location and address for Westcall Out of hours. The service provides out of hours primary medical services to 550,000 registered patients and those requiring immediately necessary treatment across the Berkshire West area when GP practices are closed. The areas covered include the towns and surrounding villages of Wargrave, Wokingham, Reading, Newbury and Hungerford. The west of Berkshire has large areas of rurality.

In 1996, the out of hours (OOH) service was started by a group of local GPs from the Reading and Wokingham area. It was initially called REDDOC. In 2004, the REDDOC and Newdocs OOH services merged to form Westcall out of hours and in 2011 the service was transferred to Berkshire Healthcare NHS Foundation Trust community services.

The out of hours service is provided across two primary care centre locations. In Reading at the Royal Berkshire Hospital and in Thatcham at the West Berkshire Community Hospital. The administrative base for Westcall Out of Hours is located at The Forge in Wokingham, Berkshire. Most patients access the out of hours service via the NHS 111 telephone service. Patients may be seen by a clinician, receive a telephone consultation or a home visit,

depending on their needs. Patients can also access the primary care centre locations as a walk-in patient at the West Berkshire Community Service or be referred from the hospital accident and emergency at the Royal Berkshire Community Hospital.

The service provides out of hours care between 6:30pm and 8am Monday to Friday, from 6.30pm Friday to 8am Monday and on bank holidays. The service also provides primary medical services for patients when their registered GP practice is closed for staff training. GPs provide phone assessments and may offer advice to patients about care and treatment. Home visits are provided when patients are to unwell to attend the primary care centres. Appointments are available at the two primary care centres between 6.30pm and 12.30am weekdays and from 8am to midnight on Saturday, Sundays and bank holidays.

The OOH services are provided by mobile teams in appropriately equipped vehicles and from the primary care centre addresses. We reviewed one of the mobile vehicles and visited the call centre and two primary care centre locations during this inspection.

Westcall OOH Call Centre, The Old Forge, 45 – 47 Peach Street, Wokingham, Berkshire, RG40 1XJ.

Primary Care Centre, Ground floor of the maternity block, Royal Berkshire Hospital, Craven Road, Reading, Berkshire, RG1 5AN.

Primary Care Centre, Minor Injuries Unit, West Berkshire Community Hospital, London Road, Benham Hill, Thatcham, Berkshire, RG18 3AS.

Detailed findings

The primary care centres were situated in rented spaces from the Royal Berkshire Hospital and the West Berkshire Community Hospital and the services and facilities were managed by the respective organisations.

Why we carried out this inspection

We inspected this service as part of our focussed follow inspection programme to ensure the breaches in regulation found at the December 2015 inspection, in relation to the management and security of prescriptions.

We carried out a desktop focussed inspection of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection

was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

How we carried out this inspection

Before carrying out the focussed inspection, we asked the provider to submit their action plan and evidence which demonstrated how they had made changes to meet the requirements of the breaches in regulation.

The provider submitted their final action plan and evidence to support the changes made in April 2016.

Are services safe?

Our findings

Medicines management

When we visited in December 2015, we reviewed the system for managing medicines and the security of prescriptions. We identified that arrangements in place for ensuring the monitoring and security of prescriptions required improvement.

During the focussed inspection in April 2016, we saw the service had reviewed the processes relating to the management of blank prescription forms and pads with the primary care centres, pharmacy, at the out of hours offices and within the vehicles used to transport the GPs.

Specifically the service had:

- Improved the security and storage of the blank prescriptions. For example; by fitting printers with locks, monitoring the usage and destruction of forms and auditing the process on a quarterly basis to ensure the new process is effective.
- They had introduced a system for tracking both the blank prescription forms and the prescription pads at the beginning and end of shifts.

Are services effective?

(for example, treatment is effective)

Our findings

Following the last inspection in December 2015, the practice was rated as good for providing effective services.

This area was not inspected during the April 2016 focussed inspection.

Are services caring?

Our findings

Following the last inspection in December 2015, the practice was rated as good for providing caring services.

This area was not inspected during the April 2016 focussed inspection.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Following the last inspection in December 2015, the practice was rated as good for providing responsive services.

This area was not inspected during the April 2016 focussed inspection.

Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

Our findings

Following the last inspection in December 2015, the practice was rated as good for providing well led services.

This area was not inspected during the April 2016 focussed inspection.