

# Woodway 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 safe?

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 at Woodway Medical Centre on 20 January 2017. As a result of our inspection the practice was rated as good overall but required improvement for providing safe services. The full comprehensive report on the January 2017 inspection can be found by selecting the 'all reports' link for Woodway Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was a desk-based focused inspection carried out on 30 October 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 at 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:

- Staffing arrangements had been reviewed to ensure patients had adequate access to a female GP when required. The practice told us they had no current GP vacancies to enable recruitment of a female GP. They had however, promoted alternative arrangements in reception. Patients had access to a female locum GP who provided regular sessions at the practice. Female GPs were also available at other local practices for patients who expressed a preference.
- Measures had been put in place to ensure infection control audits were completed and repeated at regular intervals.
- Health and safety risk assessments for the premises had been completed with processes that ensured they were maintained.

### 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 now rated as good for providing safe services.

- The practice had ensured that non-clinical staff who acted as chaperones had received training for the role and were aware of their responsibilities.
- An infection control audit had been completed and arrangements made to ensure they were repeated at the regular intervals.
- A health and safety risk assessment for the premises had been completed and arrangements made to ensure they were regularly updated.

**Good**



# Woodway Medical Centre

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

a CQC Lead Inspector.

## Background to Woodway Medical Centre

Woodway Medical Centre is a practice on the outskirts of Coventry. It operates under a General Medical Services (GMS) contract with NHS England. A GMS contract is one type of contract between general practices and NHS England for delivering primary care services to local communities. The practice operates from premises which were purpose built in 1986 and offer accessible facilities for patients with disabilities. The practice was previously the branch surgery of a larger practice which it separated from in 2003.

Woodway Medical Centre has a current patient list size of 5,068 including a number of patients who live in two local care homes. The patient population demographics attending Woodway Medical Centre are broadly in line with national averages, with an above average number aged 45 to 60. Levels of social deprivation are slightly higher than average. The practice has expanded its contracted obligations to provide enhanced services to patients. An enhanced service is above the contractual requirement of the practice and is commissioned to improve the range of services available to patients. For example, the practice offers minor surgery, extended hours access and improved services for patients with dementia.

The clinical team includes two male GP partners, one male salaried GP and one female practice nurse. The team is supported by a practice manager and four administrative staff.

Woodway Medical Centre opens from 8.30am to 12.30pm from Monday to Friday and from 2pm to 6.30pm on Monday, Tuesday, Wednesday and Friday. On Thursday afternoons the practice is open from 2pm to 4.30pm. The practice can be contacted by telephone from 8am, at which time there is always a GP on the premises in case of emergency. Appointments are held from 8.45am until 11.15am from Monday to Friday, and from 3pm until 5.30pm on Monday Tuesday, Wednesday and Friday.

Extended hours appointments are also pre-bookable on Saturday mornings from 8am until 9.45am. When the practice is closed for short periods between 9am and 6.30pm the telephones are redirected to West Midlands Ambulance Service. There are further arrangements in place to direct patients to out-of-hours services provided by NHS 111 when the practice is closed from 6.30pm until 8am and on weekends.

## Why we carried out this inspection

We undertook a comprehensive inspection of Woodway Medical Centre on 20 January 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall, with requires improvement in the provision of services that were safe. The full comprehensive report following the inspection in January 2017 can be found by selecting the 'all reports' link for Woodway Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

## Detailed findings

We undertook a follow up desk based review of Woodway Medical Centre on 30 October 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

reviewing evidence that the practice submitted to us to confirm the action they had taken to meet the legal requirements in relation to the breach in regulations that we identified in our previous inspection on 20 January 2017.

### How we carried out this inspection

We carried out a desk-based focused inspection of Woodway Medical Centre on 30 October 2017. This involved

# Are services safe?

## Our findings

At our previous inspection on 20 January 2017 we rated the practice as requires improvement for providing safe services as improvements were needed to:

- Ensure that non-clinical staff who acted as chaperones received training for the role and were aware of their responsibilities.

Improvements were recommended to the following areas in order to keep patients safe:

- Ensure infection control audits were completed and were repeated at the regular intervals.
- Ensure health and safety risk assessments for the premises were completed and maintained.

These arrangements had significantly improved when we undertook a follow up desk based review on 30 October 2017. The practice is now rated as good for providing safe services.

### Overview of safety systems and process

- The practice offered chaperone facilities to patients. A notice in the patient information leaflet advised patients that a chaperone was available if required. All staff who acted as chaperones had received a Disclosure and

Barring Service (DBS) check. (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). At the last inspection we found that non-clinical staff who acted as chaperones had not received training for this role. The practice had provided us with evidence that non-clinical staff had completed chaperone training. This included copies of certificates that staff training was completed on 6 March 2017.

- At the last inspection we found that although the practice's previous annual infection control audits had been of a high standard, the repeat audit due in August 2016 had not been carried out to ensure any new risks had been identified. We received a copy of the infection control audit that had been completed in February 2017, which confirmed no new risks had been found. There was now a schedule in place to ensure that future audits were carried out at the specified timescales.
- A current health and safety premises risk assessment had not been available at the last inspection. The practice provided evidence to show that a health and safety premises risk assessment had been completed in January 2017 and scheduled for annual review in January 2018.