

# Kenmore Medical Centre

## Quality Report

60-62 Alderley Road  
Wilmslow, Cheshire  
SK9 1PA  
Tel: 01625532244  
Website: [www.kenmoremedicalcentre](http://www.kenmoremedicalcentre)

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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 of this practice on 26 February 2016. A breach of legal requirements was found. After the comprehensive inspection, the practice wrote to us with an action plan to say what they would do to meet legal requirements in relation to:

- Regulation 19 HSCA (RA) Regulations 2014 Fit and proper persons employed.

We undertook this focused inspection to check that they had followed their action plan and to confirm that they now met legal requirements. This report only covers our

findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Kenmore Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

Our key findings were as follows:

- The practice had addressed the issues identified during the previous inspection. Disclosure and Barring Service (DBS) checks had been completed for all necessary staff.

**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 good for providing safe services. The practice had addressed the issues identified during the previous inspection with regard to having satisfactory references and disclosure and barring checks.

**Good**



# Kenmore Medical Centre

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

a CQC inspector.

## Background to Kenmore Medical Centre

Kenmore Medical Centre provides primary care services to its registered list of approximately 12,300 patients. The practice catchment area is classed as within the group of least deprived areas in England relative to other local authorities.

There are seven GPs, three male and four female, of these there are four GP partners and three salaried GPs. They are supported by a nurse practitioner and four practice nurses. There is also a practice manager, assistant manager and administration staff.

The practice is open between 8am and 6.30pm with extended hours on Wednesdays and Thursdays until 8.30pm. Out of hours care can be accessed via the surgery telephone number and is provided by “GP Out of Hours Primary Care Centre” or by calling the NHS 111 service.

## Why we carried out this inspection

We undertook an announced focused inspection of Kenmore Medical Centre on 19 July 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 26 February 2016 had been made. We inspected the practice against one of the five questions we ask about services: is the service safe? This is because the service was not meeting a legal requirement.

## How we carried out this inspection

The inspector :-

- Reviewed information sent to us by the provider.

## Are services safe?

### Our findings

At our previous inspection on 26 February 2016, we identified some concerns with regard to the recruitment policy, procedures and arrangements to ensure necessary employment checks were in place for all staff. There were no disclosure and barring service (DBS) checks in place for non-clinical staff acting as chaperones. These 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 this inspection, the practice sent us their recruitment policy. We were also sent evidence to demonstrate that satisfactory checks were carried out by the practice. This included references that were satisfactory and in line with the recruitment policy. We were sent evidence to show all staff who acted as chaperones had received an enhanced DBS check.