

# Woodland Drive Medical Centre

## Inspection report

Woodland Drive  
Barnsley  
S70 6QW  
Tel: 01226282535  
[www.woodlanddrivemedicalcentre.co.uk](http://www.woodlanddrivemedicalcentre.co.uk)

Date of inspection visit: 26/05/2021  
Date of publication: 23/06/2021

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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services well-led?

Inspected but not rated



# Overall summary

We carried out a focused inspection of Woodland Drive Medical Centre on 26 May 2021.

Following our previous inspection on 18 January 2016, the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Woodland Drive Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

## Why we carried out this inspection

This inspection was a focused inspection to follow up on concerns we received about the practice.

## 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 remotely. This was with consent from the provider and in line with all data protection and information governance requirements. We focused our assessment on the safe and well-led key lines of enquiry.

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

We also sent an electronic staff questionnaire to all staff employed at the practice; however, we did not receive any responses.

## Our findings

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

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

## We did not rate this practice following this inspection.

We found that:

- Staff had the information they needed to deliver safe care and treatment.
- The practice had a culture which drove high quality sustainable care.

However:

- There were gaps in systems to assess, monitor and manage risks to patient safety.

# Overall summary

- The practice's systems for the appropriate and safe use of medicines, including medicines optimisation required review.
- The practice's system to learn and make improvements when things went wrong required review.
- The practice's clinical oversight and governance systems required review.
- The practice did not always have clear and effective processes for managing risks and issues.

We found one breach of regulations. The provider **must**:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

<b>Older people</b>	<b>Not inspected</b>	
<b>People with long-term conditions</b>	<b>Not inspected</b>	
<b>Families, children and young people</b>	<b>Not inspected</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Not inspected</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Not inspected</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Not inspected</b>	

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities. The team included a second CQC inspector and 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 Woodland Drive Medical Centre

Woodland Drive Medical Centre is located in Barnsley at:

- Woodland Drive, Barnsley, South Yorkshire, S70 6QW.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury and surgical procedures.

The practice offers services from the main practice location only and operates from 8am to 6pm every weekday.

The practice is situated within the Barnsley Clinical Commissioning Group (CCG) and delivers Personal Medical Services (PMS) to a patient population of 5,014. This is part of a contract held with NHS England.

The practice is part of the Penistone Primary Care Network (PCN), which consists of six member practices with a total patient population of approximately 56,000.

The practice deprivation ranking is 2,439 out of 6,900. The lower the number or ranking, the more deprived the practice population is relative to others. The CCG in which the practice is based ranks 32 out of 191.

According to the latest data available, the ethnic make-up of the practice area is 96% White, 1.7% Asian, 1.1% Black, 0.8% Mixed and 0.4% Other.

There is a team of three GPs who provide cover at the practice. The practice has a team of one nurse practitioner, one nurse and one healthcare assistant who provide nurse-led clinics. The GPs are supported at the practice by a team of reception and administration staff. The practice manager provides managerial oversight.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations.

Extended access is provided locally by Barnsley Healthcare Federation, where late evening appointments are available. Out of hours services are provided by NHS 111.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p><b>The registered person had systems or processes in place that operated ineffectively in that they failed to enable the registered person to assess, monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk. In particular:</b></p> <ul style="list-style-type: none"><li>• There was not a clear and effective process for managing risks and issues.</li><li>• There was not a robust clinical oversight and governance system in place.</li><li>• There was not an established system in place to learn and make improvements when things went wrong.</li></ul>