

Oaks Place surgery

Inspection report

Widnes HCRC
Oaks Place, Caldwell Road
Widnes
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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?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Oaks Place Surgery on 21 August 2019 as part of our inspection programme.

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 have rated this practice as good overall.

We rated the practice as **requires improvement** for providing safe services because:

There was not a system in place for following up on vulnerable patients, who had missed appointments in secondary care.

We rated the practice as **good** for providing effective, caring, responsive and well-led services because:

- The needs of patients were identified and appropriately responded to.
- Staff dealt with patients with kindness and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- There was good communication between staff and staff felt well supported. There was a commitment to improving the service and the practice responded to feedback from patients and other stakeholders.

We rated the population groups as good.

The area where the provider **must** make improvements are:

- Ensure patients are protected from abuse and improper treatment.

The areas where the provider **should** make improvements are:

- Put alerts on patients records where they are subject to a deprivation of liberty safeguard.
- Formalise the system for reviewing the practise of clinical staff to ensure consultations, referrals and prescribing are appropriate.
- Record the risk assessments for determining the medication to be available for use at the practice in an emergency and for not taking medicines on home visits and keep them under review.
- The recording of audits should fully demonstrate the changes made as a result of the findings.
- The provider to monitor hypnotic prescribing to effectively reduce this where this is possible.
- Record the role specific induction covered with clinical staff.
- Provide formal training to non-clinical staff in the Mental Capacity Act 2005 and the Deprivation of Liberty Safeguards (DoLS).

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

Dr Rosie Benneyworth BS BM BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC inspector and the team included a GP specialist advisor.

Background to Oaks Place surgery

Oaks Place Surgery is located in Caldwell Road in Widnes. The provider is Dr Madhavi Latha Meda who is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

Oaks Place Surgery is situated within the NHS Halton Clinical Commissioning Group (CCG) and provides services to 3,532 patients under the terms of a primary medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a GP who works full-time at the practice. A practice nurse is employed to work four days. Dr Madhavi Latha Meda has experienced difficulty recruiting a salaried GPs over the past three years and continues to advertise this vacancy. Currently the practice has one regular locum GP who works Monday mornings, an

advanced nurse practitioner employed through Highfield Health Federation who works on a Monday and a locum advanced nurse practitioner who works every Wednesday. In addition, two pharmacists are employed by Highfield Health Federation and share a full-time role. The practice is supported by reception and administrative staff, a practice manager and an information management and technology manager.

The National General Practice Profile states that 98% of the practice population is from a white background. Information published by Public Health England, rates the level of deprivation within the practice population group as two, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The majority of patients are within the aged 15 – 64 age group. Approximately 26% of patients are under 18.

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 the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 13 HSCA (RA) Regulations 2014 Safeguarding service users from abuse and improper treatment The registered person did not have a system in place for following up on vulnerable adults and children, who had missed appointments in secondary care.
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	