

Westcroft Health Centre

Inspection report

1 Savill Lane
Westcroft
Milton Keynes
Buckinghamshire
MK4 4EN
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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?

Good 

Overall summary

We carried out an announced inspection at Westcroft Health Centre on 9 July 2019. The overall rating for the practice was good with the practice rated as requires improvement for being safe.

From the inspection on 9 July 2019, the practice was told they must:

- Ensure care and treatment is provided in a safe way to patients.

In addition, the practice was told they should:

- Routinely complete and review risk assessments, including those relating to health and safety, premises, security, water safety and fire. Ensuring all identified actions are completed in a timely manner.
- Monitor performance of the cleaning contractors and ensure plans to implement regular deep cleaning of carpets are realised.
- Improve maintenance of staff records ensuring consistencies in records kept, particularly for reference requests and completed inductions.
- Maintain records of clinical supervision to support staff employed in advanced roles. Complete all outstanding appraisals for staff.
- Continue to monitor the results of the national GP patient survey and patient satisfaction with access to appointments, particularly when trying to contact the practice by telephone.

The full comprehensive report on the inspection carried out in July 2019 can be found by selecting the 'all reports' link for Westcroft Health Centre on our website at www.cqc.org.uk.

This inspection was an announced focused inspection undertaken on 27 January 2020 as part of our inspection programme to follow up on concerns identified at our previous inspection.

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 and good for all population groups.

We found that:

- Systems and processes to reduce risks to patient and staff safety had been strengthened, in particular those relating to staff immunity status and the availability of appropriate emergency medicines.
- There was a systematic approach to reviewing and maintaining risk assessments and practice policies. Required actions identified following risk assessments were recorded in action plans and resolved as needed.
- Maintenance of staff records had been improved and records we reviewed demonstrated a uniform approach to both recruitment and record keeping.
- Systems to support effective clinical supervision and appraisals had been developed. The practice was due to commence a 360 appraisal programme for all staff. Managers had been appropriately trained to support effective implementation of the new appraisal system.
- The practice had reviewed appointment access and was working continuously to improve patient satisfaction. In particular, the practice had actively promoted online services, to encourage patients to book appointments online where possible. Telephone lines had been increased from eight to 12 and staffing had been restructured to ensure as many staff as possible were answering telephones during busy periods. On the day of our inspection, we saw there were multiple same day appointments available with the duty doctor and another GP.
- The NHS 111 service were able to book appointments directly with the practice for patients contacting them whom required urgent appointments.

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

- Ensure planned works to replace all carpeted flooring with appropriate clinical flooring is completed in a timely manner.
- Continue to monitor the results of the national GP patient survey and patient satisfaction with access to appointments, particularly when trying to contact the practice by telephone.

Details of our findings and the evidence supporting our ratings 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

| | |
|--|---|
| 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

This inspection was undertaken by a CQC lead inspector.

Background to Westcroft Health Centre

Westcroft Health Centre is located at Savill Lane, Westcroft, Milton Keynes, MK4 4EN. It is part of the NHS Milton Keynes Clinical Commissioning Group (CCG). The practice holds a General Medical Services (GMS) contract for providing services, which is a nationally agreed contract between general practices and NHS England for delivering general medical services to local communities.

The practice serves a population of approximately 14,400 patients. The practice population is largely white British, with less than 25% of the practice population being from Black and Minority Ethnicity backgrounds. Only 6% of the practice population are aged over 65 years and 31% are aged under 18 years.

Information published by Public Health England, rates the level of deprivation within the practice population group as nine on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The clinical team consists of four GP partners, two salaried GPs, one long term locum, four advanced nurse prescribers (ANPs), two practice nurses, and a health care assistant. Two of the ANPs were on planned leave at the time of our inspection. The team is supported by a practice manager and a team of non-clinical, administrative staff. Members of the community midwife and health visiting team operate regular clinics from the

practice location. The practice is a teaching and training practice and accepts registrars every year. (Registrars are fully qualified and registered doctors training to become GPs). At the time of our inspection there was one GP registrar in training. The practice also accepts medical students training to become doctors.

The practice operates from a two-storey large purpose-built property. Patient consultations and treatments take place on the ground level with some practice administrative office space on the first level. The first floor is largely used by community NHS musculoskeletal (MSK) services and mental health facilities. There is a large car park outside the surgery, with disabled parking available.

Westcroft Health Centre is open from 8am to 6.30pm Monday to Friday. Extended appointment times are available between 7am and 8am on Tuesdays and Thursdays. When the practice is closed out of hours services can be accessed via the NHS 111 service. Information about this is available in the practice and on the practice website and telephone line.

The practice provides family planning, surgical procedures, maternity and midwifery services, treatment of disease, disorder or injury and diagnostic and screening procedures as their regulated activities.