

Moredon Medical Centre

Inspection report

Moredon Road
Swindon
Wiltshire
SN2 2JG
Tel: 01793 342000

Date of inspection visit: 7 March to 7 March 2019
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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 summary

We carried out an announced focused inspection at Moredon Medical Centre on 7 March 2019, to follow up on a Warning Notice we issued following our previous inspection on 9 and 12 November 2018. The Warning Notice incorporated four breaches of regulations. We did not rate the practice as part of this announced focused inspection.

Our announced focused inspection was carried out in response to the four breaches we found previously. We found there were breaches in the regulations relating to safe care and treatment; fit and proper persons employed; staffing, and good governance. Following our November 2018 inspection, we sent the practice a Warning Notice setting out why they were failing to meet these regulations, and requiring them to become compliant with these regulations by 28 February 2019. The full report on the November 2018 inspection can be found by selecting the 'all reports' link for Moredon Medical Centre on our website at www.cqc.org.uk.

This report covers the announced follow up focused inspection we carried out at Moredon Medical Centre on 7 March 2019, to review the actions taken by the practice to improve the quality of care and to confirm that the practice was meeting legal requirements in relation to staffing.

At this inspection we found the practice had made significant changes to their systems and processes, and the failings we itemised in the Warning Notice had all been addressed. Specifically:

- Staff training was up-to-date.

- Systems for undertaking clinical audits were becoming embedded in practice improvement activity, as a means to assess, monitor and improve service quality.
- There was formal and recorded evidence that all risk assessments had been carried out with regards to health and safety.
- There was an infection prevention and control audit, and a clinical lead for infection control.
- There was a system of recruitment checks for staff that included all information relevant to their employment roles.
- There was a schedule of clinical team meetings to discuss safeguarding issues, and a safeguarding lead had been identified.
- Prescription pads were stored securely.

There were areas where the provider **should** make improvements. The provider should:

- Continue to engage patients with Chronic Obstructive Pulmonary Disease (COPD), so that there is lower exception reporting and healthier outcomes for these indicators.
- Continue to engage patients with schizophrenia, bipolar affective disorder and other psychoses, so that there are healthier outcomes for these indicators.
- Continue efforts to increase the programme coverage of women eligible to be screened for cervical cancer.

Dr Rosie Benneyworth BS BM BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist adviser.

Background to Moredon Medical Centre

The provider, Moredon Medical Centre, delivers regulated activities from its sole site at:

Moredon Medical Centre,

Moredon Road,

Swindon.

SN2 2JG

Tel: 01793 342000

Website: www.moredonmedicalcentre.nhs.uk

Moredon Medical Practice is based in Swindon, Wiltshire, and is one of 24 practices serving the NHS Swindon Clinical Commissioning Group (CCG) area. A staffed reception area is located on the ground floor, and the practice has consulting/treatment rooms on the ground and first floors. The shared building houses the Swindon Urgent Care Centre and Expedited Surgery Scheme (SUCCESS). An independent pharmacy is also located on the premises. The practice is registered as a training practice. We did not inspect the Success centre as part of this inspection.

In June 2018, the provider entered into a partnership arrangement with Integral Medical Holdings (IMH). The role of IMH is to offer non-clinical support such as human resources, administration, and standardisation of policies and auditing systems.

The practice has around 12,000 registered patients from an area surrounding the practice and Swindon town centre. The practice age distribution is broadly in line with the national average, with most patients being of working age or older.

The practice has a Personal Medical Services (PMS) contract to deliver health care services. PMS contracts are locally-agreed alternatives to the standard General Medical Services contract, and used when services are agreed locally with a practice. They may include additional services beyond the standard contract.

Moredon Medical Centre provides the following regulated activities:

- Treatment of disease, disorder or injury
- Diagnostic and screening procedures
- Maternity and midwifery services
- Surgical procedures
- Family planning

There are three GP partners (two male, one female), a long-term locum GP, one non-EU GP, and one GP registrar. The wider clinical team consists of a clinical nurse manager, two diabetic nurse specialists, two asthma and COPD nurse specialists, one practice nurse, two health care assistants (HCAs), two phlebotomists and the General Manager. The practice team includes reception, administrative and secretarial staff. Moredon Medical Centre is a teaching practice.

91% of the practice population describes itself as white, and around 9% as having a Black, Asian and Minority Ethnic (BAME) background. A measure of deprivation in the local area recorded a score of 5, on a scale of 1-10. A higher score indicates a less deprived area. (Note that the circumstances and lifestyles of the people living in an area affect its deprivation score. Not everyone living in a deprived area is deprived and not all deprived people live in deprived areas).

Moredon Medical Centre is open from 7.15am to 6pm Monday to Friday, and the practice will take calls during these times. Routine and urgent GP appointments are also available during these times. The practice has opted out of providing Out-Of-Hours services to its own patients. Outside of normal practice hours, patients can access the NHS 111 service, and an Out-Of-Hours GP is available at Swindon Walk-In Centre. Information about the Out-Of-Hours service was available on the practice website, in the patient registration pack, and as an answerphone message.