

Wincanton Health Centre

Inspection report

Dykes Way
Wincanton
Somerset
BA9 9FQ
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www.wincantonhealth.co.uk

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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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

This practice is rated as Good overall. (May 2019)

We carried out an announced comprehensive inspection at Wincanton Health Centre on 29 May 2019. This comprehensive inspection was carried out to follow up on breaches of regulations and areas identified as for improvement at the inspection of the service July 2018. We had rated the key questions of safe and effective and the patient population groups of people with long-term conditions and mental health needs as requires improvement. We had implemented one regulatory requirement, Regulation 12 – Safe care and treatment and a small number of areas the provider should take action to improve.

These were:

- The provider must have the necessary information for the recruitment and immunisation of staff and ensure sufficient staff were employed to meet patient's needs.
- The provider must have safe systems in place for fire safety, risk assessments, infection control, medicines, prescription paper security and chemicals stored and used at the practice.
- The provider should continue with a full programme to provide staff with the necessary training for health and safety.
- The practice should continue to resolve meeting the needs of the patients with long term conditions and with mental health concerns.

At the inspection on 29 May 2019 we found:

- There were safe systems in place for fire safety, checks for safe equipment, including calibration, training for persons undertaking health and safety audits and risk assessments, for infection prevention and control and for chemicals used by the practice.

- Medicines were stored and managed safely. New systems and protocols were in place to manage oxygen to ensure sufficient was available to respond to medical emergencies.
- There was a system of safe storage and handling of prescription stationery.
- Employment records had been reviewed and updated to ensure the necessary information was retained regarding staff transferred to the provider organisation such as training, skills and qualifications. Where information could not be obtained this was monitored and risk assessed.
- There was a system to monitor and address the level of clinical staff available required to maintain meeting the patients' needs including patients with long term conditions, mental health and dementia.
- There was a process for managing and sharing safety alerts.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice staff were responsive to meeting patients' needs which included the work carried out by health coaches to improve patient's wellbeing and for the practice to be part of the local community.

Areas where the provider should continue to develop:

- The practice should continue to sustain the progress they had made in meeting the needs of the patients with long term conditions, mental health concerns and cervical screening.
- The practice should continue to proactively identify carers in order to provide them with appropriate support.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

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 included a GP Specialist Advisor.

Background to Wincanton Health Centre

Symphony Health Services Limited (SHS) is the registered provider of Wincanton Health Centre. SHS is a NHS health care provider, based in Somerset that was developed as part of the South Somerset Symphony Programme – a project which aims to create new and innovative ways to delivering high quality care to patients and strengthening and supporting primary care in the local area. At the time of this inspection, SHS have been providing a service from Wincanton Medical Centre since October 2017. Wincanton Medical Centre service is provided from one address; Dykes Way, Wincanton, Somerset, BA9 9FQ, and delivers a primary medical service to approximately 8,875 patients. The practice is situated in a purpose-built building in a residential area of the town of Wincanton. Information about Wincanton Medical Centre can be found on the practice website www.wincantonhealth.co.uk.

According to information from Public Health England, the practice area population is in the seventh least deprived decile in England. The practice population of children and those of working age is similar to local and national averages. The practice population of patients living with a long-term condition was similar to local and national

averages at 67%, the CCG being 58% and national being 54%. Of patients registered with the practice, 98% are White or White British, 1% are Asian or Asian British, 0.1% are Black or Black British, 0.7% are mixed British and 0.1% considered themselves as 'Other'.

The practice team is made up of four salaried GPs one being the Registered Manager. Overall the practice has the equivalent of just over 3.2 WTE (whole time equivalent) GPs at the practice (one male and three female). There are three advanced nurse practitioners (ANP), three practice nurses and three health care assistants. The practice has additional clinical specialist staff including two paramedic practitioners, and one practice pharmacist. There are four health coaches. The practice manager is supported by administrators, secretaries, and reception staff.

When the practice is not open patients can access treatment via the NHS 111 service.

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.