

# Weeping Cross

## Inspection report

Weeping Cross Health Centre  
Bodmin Avenue, Weeping Cross  
Stafford  
Staffordshire  
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[www.wxhc.org.uk](http://www.wxhc.org.uk)

Date of inspection visit: 24/09/2019  
Date of publication: 29/10/2019

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

We carried out a focussed inspection at Weeping Cross Medical Centre on 24 September 2019 as part of our inspection programme. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions: Effective and Well-Led. Because of the assurance received from our review of information we carried forward the ratings for the following key questions: Safe, Caring and Responsive from our last inspection in April 2015.

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:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.

- Staff dealt with patients with kindness and respect 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.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

Whilst we found no breaches of regulations, the provider **should:**

- Consider revisiting the constitution/ terms of reference with their Patient Participation Group (PPG) with regard to patient population group education.
- Review the infection control policy to include onwads microbiological support.
- Consider formalising the audit plan and identify which audits require repeat cycles.
- Update the consent policy in line with current best practice guidelines.

**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

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

## Our inspection team

Our inspection team was led by a CQC lead inspector.  
The team included a GP specialist advisor.

## Background to Weeping Cross

Weeping Cross Medical Centre is located on the outskirts of Stafford. The main site at Weeping Cross has good transport links and there is a pharmacy located nearby. The medical centre had two branches Beaconside Health Centre and John Amer Drive. Beaconside Health Centre is a branch practice with a catchment area that includes Staffordshire University and Stafford Ministry of Defence barracks. We visited this branch as part of our inspection on 24 September 2019. John Amer Drive is a branch practice located in Stafford; we visited this branch during our inspection on 24 September 2019.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning; maternity and midwifery services; surgical procedures and treatment of disease, disorder or injury. These are delivered from both sites.

Weeping Cross Medical Centre is a member of NHS Stafford and Surrounds Clinical Commissioning Group. The main site and two branches currently run separate patient lists and offer GP services to 10,000 patients at Weeping Cross; 7,000 patients at Beaconside and 2700 patients at John Amer Drive. The Weeping Cross site has a dispensary facility for patients who live more than one mile from their nearest pharmacy. The practice now has a general medical services contract with National Health

Service England which is the most common type of medical service contract. (Formerly the medical centre held a primary medical services contract, which changed shortly after our last inspection in April 2015).

The provider has eight partners, seven of whom are clinical and part time and one is a business partner. The partners also employ four salaried GPs and four ANPS (advanced nurse practitioners). The medical team is further supported by a team of five practice nurses, two health care support workers and a dispenser. A management team is supported by an administrative and reception team and the management team support each site. The practice is part of the Stafford Central PCN (Primary Care Network).

The practice is a training practice for GP registrars (qualified doctors who undertake additional training) and medical students to gain experience and higher qualifications in General Practice and family medicine. The practice does not routinely provide an out-of-hours service to their own patients, but patients are directed to Staffordshire Doctors Urgent Care (SDUC), out-of-hours services via 111 when the practice was closed.

In partnership with other practices from the PCN some additional appointments were available. Additionally, a network of GP practices has been set up across Stafford, Rugeley and the Seisdon area of Staffordshire offering extended opening hours for pre-bookable and same day

routine appointments with a healthcare professional (e.g. Advanced Nurse Practitioner, Clinical Pharmacist, GP). Further information about the practice and when it is open can be found at [www.wxhc.org.uk/home/](http://www.wxhc.org.uk/home/).