

# Wychwood Surgery

## Quality Report

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Chipping Norton  
Oxfordshire,  
OX7 6BW  
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Date of inspection visit: We did not visit the practice  
as part of this inspection.  
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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

Are services effective?

**Good**



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Wychwood Surgery, Wychwood Surgery on 8 December 2015. We found improvements were required in providing effective services. We issued a requirement notice and rated the practice as requires improvement in providing safe services. We undertook a desktop review (a follow up inspection without the need to visit the practice) on 7 July 2016 to check that improvements had

been made to the service where required. We found that the improvements had been made and the practice has been rated good in the effective domain. Our key findings were as follows:

- The practice had improved monitoring of training to ensure that staff undertook training as required by the practice's policies.

**Professor Steve Field (CBE FRCP FFPH FRCGP)**  
Chief Inspector of General Practice

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services effective?**

The practice is rated good for providing effective services.

In December 2015 we looked at the log of training and saw there was variation in the training undertaken by staff who performed the same roles. For example, not all nurses had equality and diversity training listed within training records. ... The training log did not make it clear when staff had received specific training. When we spoke with staff they did not always know which training or the names of the training courses they had undertaken. There was a risk staff were not adequately trained.

In July 2016 we looked at the training record used to monitor staff training and other evidence and saw staff had received appropriate training in all the areas where we previously had concerns.

**Good**



# Wychwood Surgery

## Detailed findings

### Why we carried out this inspection

We carried out a desktop review of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, Regulated Activities Regulations

2014. This was following an inspection undertaken in December 2015 where we identified breaches of regulations. We also needed to review the rating for the service under the Care Act 2014. This report should be read in conjunction with the comprehensive inspection report from December 2015.

Please note that when referring to information throughout this report, for example, any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

# Are services effective?

(for example, treatment is effective)

## Our findings

In December 2015 we looked at the log of training and saw there was variation in the training undertaken by staff who performed the same roles. For example, not all nurses had equality and diversity training listed on the training records. The training log did not make it clear when staff had received specific training. When we spoke with staff they did not always know which training or the names of the training courses they had undertaken. Chaperone training was informal. There was a risk staff were not adequately trained.

In July 2016 the practice sent us their training log. This indicated staff had updated their training as per the requirements set by the practice. This was corroborated with training certificates, specifically in the Mental Capacity Act 2005, safeguarding and basic life support training. The system used to monitor training had been improved to ensure staff undertook refresher training within set timescales.