

City Walls and Saughall Medical Centres

Quality Report

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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 service

Good



Are services safe?

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 of City Walls and Saughall Medical Centres on 19 April 2016. The overall rating for the practice was good, however the practice was rated as requires improvement for providing safe services. We carried out a desk-based review on 01 February 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 19 April 2016. The practice had met the legal requirements and continued to be rated as good, however we identified a further safety issue that needed to be addressed. The full comprehensive report on the April 2016 inspection and the desk based review in February 2017 can be found by selecting the 'all reports' link for City Walls and Saughall Medical Centres on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on 12 July 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulations that we identified in our previous inspection on 1 February 2017. This report covers our findings in relation to those requirements.

Overall the practice is rated as Good.

Our key findings were as follows:

- An up to date fire risk assessment had been put in place for both the main and the branch practices.

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 safe?

The practice is rated as good for providing safe services. An up to date fire risk assessment had been carried out for both the main and the branch practice.

Good



City Walls and Saughall Medical Centres

Detailed findings

Our inspection team

Our inspection team was led by:

The inspection was undertaken by a CQC inspector.

Background to City Walls and Saughall Medical Centres

City Walls and Saughall Medical Centres are responsible for providing primary care services to approximately 16,900 patients. City Walls Medical Centre is based in Chester and the branch practice is based in the village of Saughall approximately three miles from Chester. The practice is based in areas with average levels of economic deprivation when compared to other practices nationally.

The staff team includes eight GP partners and one nurse partner, four salaried GPs, three nurse practitioners, five practice nurses, three health care assistants, including a phlebotomist, practice manager and administration and reception staff. The practice is a training practice and has GP registrars, medical students and nurses working for them as part of their training and development.

The practice is open 8:00am to 6.30pm Monday to Friday. An extended hour's service for routine appointments and an out of hour's service are commissioned by West Cheshire CCG and provided by Cheshire and Wirral Partnership NHS Foundation Trust.

The practice has a General Medical Service (GMS) contract. The practice offers a range of enhanced services including flu and shingles vaccinations, timely diagnosis of dementia and minor surgery.

Why we carried out this inspection

We undertook a comprehensive inspection of City Walls and Saughall Medical Centres on 19 April 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The overall rating for the practice was good, however the practice was rated as requires improvement for providing safe services. We carried out a desk-based review on 01 February 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 19 April 2016. The practice had met the legal requirements and continued to be rated as good however we identified a further safety issue that needed to be addressed. The full comprehensive report on the April 2016 inspection and the desk based review in February 2017 can be found by selecting the 'all reports' link for City Walls and Saughall Medical Centres on our website at www.cqc.org.uk.

We undertook a follow up desk-based focused inspection of City Walls and Saughall Medical Centres on 12 July 2017. This inspection was carried out to review the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

Detailed findings

How we carried out this inspection

We carried out a desk based review of City Walls and Saughall Medical Centres on 12 July 2017. This involved reviewing records submitted by the practice demonstrating how improvements had been made to safety.

Are services safe?

Our findings

At our previous inspection on 1 February 2017 we rated the practice as requires improvement for providing safe services. The fire risk assessments for the main and branch

practices had not been updated since their production in 2008. At this inspection a fire risk assessment had been developed for both practices and the practice manager was working through an action plan to address the shortfalls identified.