

Wincanton Health Centre

Inspection report

Dykes Way
Wincanton
Somerset
BA9 9FQ
Tel: 01963 435700
www.wincantonhealth.co.uk

Date of inspection visit: 8 February 2019
Date of publication: 24/04/2019

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

Not sufficient evidence to rate



Are services safe?

Not sufficient evidence to rate



Are services effective?

Not sufficient evidence to rate



Overall summary

This practice is rated as Requires Improvement overall. (September 2018)

We carried out an announced focused inspection at Wincanton Health Centre on 8 February 2019. This inspection was carried out to follow up on breaches of regulations and areas identified as for improvement where 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:

Safe.

- The provider must have the necessary information available to support that staff have been recruited appropriately and suitable for their role and that the information regarding their immunisation status is sought and kept.
- The provider must monitor and address the gaps in clinical staff available required to maintain meeting the patient's needs including patients with long term conditions and mental health needs.
- The provider must have safe systems in place for fire safety, training for persons undertaking risk assessments, infection control and chemicals stored and used at the practice.
- The provider must continue with assessing and putting actions in place to ensure medicines are stored safely and that sufficient stock of Oxygen is kept at the practice.
- The provider must continue to review the safe storage and handling of prescription stationery.
- The provider should continue with having an effective system for responding and investigating significant events.

Effective:

- 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.

In other areas:

- The provider should continue to review and embed policies and procedures.
- The practice should continue to proactively identify carers and respond to patient feedback regarding access.

At this inspection we found:

- The practice had implemented safe systems that had been sustained to manage risks associated with the recruitment and employment of staff, fire safety, health and safety, medicines management, and safe prescription paper handling.
- Improvements in the system for responding to and investigating significant events had been sustained.
- The practice employed sufficient suitably skilled and experience staff to meet patients' needs including patients with long-term conditions and mental health needs.
- Policies and procedures and a system of governance had been implemented and embedded.

Areas where the provider should continue to develop:

- The practice should continue to resolve meeting the needs of the patients with long term conditions and with mental health concerns.
- The practice should continue to proactively identify carers.

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

Population group ratings

People with long-term conditions

Not sufficient evidence to rate



People experiencing poor mental health (including people with dementia)

Not sufficient evidence to rate



Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector.

Background to Wincanton Health Centre

Symphony Health Services (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.