

# Millcroft Medical Centre

## Inspection report

Eagle Bridge Health and Well Being Centre  
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Date of inspection visit: 25 February 2020  
Date of publication: 12/03/2020

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 

# Overall summary

We carried out a comprehensive inspection of Millcroft Medical Centre on 27 March 2019. We rated the practice Good overall but Requires Improvement for providing safe services because there were breaches of regulations. The breaches were:

- Regulation 12: Safe care and treatment. Systems for the administering and monitoring of medicines were not effective. We found that Patient Group Directions (PGD) had not been appropriately dated, signed and authorised. We noted that staff members names had been added after the date it had been authorised by a GP. There was no effective system in place to monitor uncollected prescriptions to ensure vulnerable patients not collecting their medication regularly were referred to the GPs for review.
- Regulation 19: Fit and proper persons employed. The recruitment systems and processes did not safeguard patients from abuse. We found there was no formal system in place check and to monitor the professional registration of clinical staff. Recruitment information for locum GPs was incomplete. For example, employment history was not recorded, proof of identity had not been recorded and references had not been sought. The practice did not hold a complete record of staff vaccination histories.

We also recommended that the practice should:

- Review the system for placing alerts on patient records to ensure victims of domestic violence are safeguarded.

- Review the system in place for the monitoring of consent to offer assurance that that consent had been sought from an appropriate adult for a child patient.
- Review how learning, and actions are monitored to mitigate the risk of similar incidents reoccurring.
- Review the criteria used to identify significant events.
- Review the complaints systems to ensure patients were provided with appropriate information about the Parliamentary Health Service Ombudsman (PHSO) and that agreed actions are carried out.
- Continue to review the practice capacity regarding patient access.

At this desk based follow up inspection 25 February 2020, we found that the provider had satisfactorily addressed these areas and therefore the practice is now rated as good for providing safe services.

We based our judgement of the quality of care at this service on a combination of:

- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

**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

## Our inspection team

Our inspection team was led by a CQC lead inspector.

## Background to Millcroft Medical Centre

Millcroft Medical Centre is in Crewe Cheshire. The provider is registered with CQC to deliver the Regulated Activities: diagnostic and screening procedures, maternity and midwifery services, surgical procedures, treatment of disease, disorder or injury and family planning.

Millcroft Medical Centre is part of South Cheshire Clinical Commissioning Group (CCG) and provides services to approximately 29,364 patients under the terms of a General Medical Services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of 10 GP partners. The provider employs three salaried GPs, seven practice

nurses, three advanced nurse practitioners and a triage specialist nurse, two pharmacists, two health care assistants, a reception and administrative team and management team.

Information published by Public Health England, rates the level of deprivation within the practice population group as four, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male and female life expectancy for the patient population is lower than national averages. There are a higher than average number of patients under the age of 18 years.