

Wyncroft Surgery

Inspection report

3 Priory Road
Bicknacre
Chelmsford
CM3 4EY

Tel:
www.wyncroftsurgery.co.uk

Date of inspection visit: 16 November 2022
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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 location

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Wyncroft Surgery on 16 November 2022. Overall, the practice is rated as good. This is the practice's first inspection since registering on 21 May 2021.

The ratings for each key question

Safe - Good

Effective – Good

Caring – Good

Responsive - Good

Well-led – Good

Why we carried out this inspection

This inspection focused on:

- Safe, effective, caring, responsive and well-led services

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit
- Staff questionnaires

Our findings

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.

We found that:

- We found the monitoring of medicines and safety alerts were carried out in line with national guidance.

Overall summary

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice had carried out a range of environmental risk assessments to ensure the safety of their staff and patients.
- The infection control audit was 5 months overdue. The practice was aware and had scheduled it for the next time to learn session on 29 November 2022.
- The practice regularly checked their emergency medicines however we found that two of the recommended emergency medicines were not stocked at the practice. Following the inspection, the practice had ordered the relevant medicines.
- Medication reviews we reviewed were documented to a high standard to ensure patients were aware of potential risks.
- The practice had safeguarding systems in place to ensure patients and staff were kept safe.
- The practice has a system in place to identify patients that were not for resuscitation and details were documented on the clinical system for external agencies to view. However, we found there was only one patient with the formal DNACPR form noted in their records.
- Although the practice had completed audits to drive quality improvement, there was no two cycle audits which could evidence that change implemented had improved the quality of the service.
- The practice had identified a high number of carers to offer support to while they were caring for relatives.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The National patient survey data, published July 2022, showed that the practice was in line with the national average for caring and responsive services.
- Staff told us that additional support with concerns raised would be welcomed.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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**:

- Continue to undertake quality improvement audits.
- Strengthen systems to document DNACPR on clinical systems
- Continue to monitor infection prevention and control concerns.
- Strengthen systems to review emergency medicines.
- Work to improve staff morale within the practice.
- Continue to improve the uptake of breast cancer screening

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Wyncroft Surgery

Wyncroft surgery is located in Chelmsford at:

3 Priory Road,

Bicknacre,

Chelmsford,

Essex,

CM3 4EY

The surgery is located in a converted house. All patient rooms are located on the ground floor. There is a ramp for disabled access. The practice was able to offer dispensing services to those patients on the practice list who lived more than one mile (1.6km) from their nearest pharmacy.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

The practice holds a General Medical Services (GMS) contract with NHS England. The GMS contract allows the practice to deliver primary care to the local communities. The practice has a list size of approximately 3,011 patients and provides GP services commissioned by Mid Essex Integrated Care Systems (ICS). An ICS is an organisation that brings together local GPs and experienced health professional to take on commissioning responsibility for local health services.

The practice staff includes two female GP partners, two nurses, two healthcare practitioners and three dispensary staff. The practice manager is supported by administration, reception and secretarial staff.

The practice is open Monday to Friday 8am to 6.30pm. Mid Essex residents who need to see a GP or Nurse on a weekday evening or weekend can book appointments by calling 01245 398055.

Information published by Public Health England shows that deprivation within the practice population group is in the second highest decile (9 of 10). The higher the decile, the less deprived the practice population is relative to others.