

Cressex Health Centre

Inspection report

Hanover House
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Date of inspection visit: 10 April 2018
Date of publication: 03/05/2018

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

At our previous comprehensive inspection at Cressex Health Centre in Buckinghamshire on 26 April 2017 we found a breach of regulations relating to the premises, specifically the premises at the branch practice. Although the overall rating for the practice was good, the practice was rated requires improvement for the provision of safe services. The practice was rated good for the provision of effective, caring, responsive and well-led services. In addition, all population groups were also rated good.

The full comprehensive report on the April 2017 inspection can be found by selecting the 'all reports' link for Cressex Health Centre on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 10 April 2018 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 in April 2017. This report covers our findings in relation to those requirements and improvements made since our last inspection.

We found the practice had made improvements since our last inspection. At our inspection on the 10 April 2018 we found the practice was meeting the regulations that had previously been breached. We have amended the rating for this practice to reflect these changes. The practice is now rated good for the provision of safe, effective, caring, responsive and well led services. The overall rating remains good.

Our key findings were as follows:

- Systems had been implemented and embedded which ensured care and treatment was provided in safe premises.

- Until the full refurbishment was completed, the practice had continued to assess, manage and monitor the environmental risks at the branch practice. The refurbishment was completed in March 2018 and all the previous risks to patient safety had been minimised through defined and embedded systems.
- There was an improved system to effectively monitor and improve patient outcomes for patients on the learning disabilities register. For example, there were two designated leads who managed the learning disability register, an administrative lead and a clinical lead. We saw all the patients on the learning disability register had been contacted and invited to attend or have a home visit for a learning disability health check. We saw the improved system and invites and in some cases a series of invites had significantly increased the uptake rate.
- The practice had continued to review the existing arrangements with regards to the number of patients completing the bowel cancer screening programme, with a view to increase uptake rates. For example, the practice had worked with the national bowel cancer screening programme team and consented to the practice name being added to the bowel cancer screening kits. Evidence based research has shown that endorsement by a patient's own GP practice on invitation letters leads to an increase in screening uptake.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Our inspection team

This inspection was completed by a CQC Inspector.

Background to Cressex Health Centre

Cressex Health Centre is situated in High Wycombe; Buckinghamshire within a purpose built premises at the main practice and converted premises at the branch practice (known in the report as Lynton House).

Services are provided from:

- Cressex Health Centre, Hanover House, Coronation Road, Cressex Business Park, High Wycombe Buckinghamshire HP12 3PP
- Lynton House (the branch practice), 43 London Road, High Wycombe, Buckinghamshire, HP11 1BP

The practice website is:

- www.cressexhealthcentre.co.uk

The practice provides services via an Alternative Provider Medical Services (APMS) contract. APMS contracts are provided under Directions of the Secretary of State for Health. APMS contracts can be used to commission primary medical services from traditional GP practices). The APMS contract was awarded to Chiltern Vale Health (2012) LLP (current provider also known as CV Health) in July 2015.

The practice has a patient population of approximately 8,200 registered patients. The practice population of patients aged between 0 to 9 and 20 to 44 years old is significantly higher than the national average and there are a lower number of patients aged above 45 years old compared to the national average. The practice has a highly transient and unique mix within the patient population; patients are often outside of the country for long periods and patients registering at the practice are often only in the area for short, temporary amount of time. This has an impact on screening and recall programmes. Patients registered at the practice are from a number of different ethnic backgrounds, approximately 67% of patients have an Asian or Black background and there are a growing number of Eastern European patients. This ethnic mix is consistent with the variety of cultures in High Wycombe. A large proportion of practice patients speak English as a second language.

Are services safe?

At our previous inspection in April 2017 , we rated the practice as requires improvement for providing safe services as we identified concerns relating to the safety of the premises at the branch practice (Lynton House).

Although there were improved procedures for assessing, monitoring and managing risks to patient and staff safety, environmental risks still remained at the branch practice. These risks would remain until the refurbishment had been completed.

These arrangements had improved when we undertook a follow up inspection on 10 April 2018 . The practice is now rated as good for providing safe services.

Monitoring risks to patients

The practice had identified high health and safety risks in some areas at the branch practice premises. The practice applied to NHS England to close the branch practice as the premises did not meet the quality standards required for modern general practice. At the time of the April 2017 inspection, a refurbishment plan to improve Lynton House and address the issues raised about quality standards was in place. However, there had been external delays in the commencement of the refurbishment.

- The refurbishment was a six week project and was completed in March 2018. As a result the previous environmental risks to patient safety had been minimised through significantly improved premises and supporting systems which were defined and embedded.
- The practice had collaboratively worked with the designers and project managers to ensure the refurbishment met the required standards for the provision of general practice.

- Following the refurbishment, we saw a variety of risk assessments had been completed to manage and monitor risks to patients, staff and visitors to the practice. These included checks of the building, the environment and security of the premises. Each risk was assessed and rated and mitigating actions recorded to reduce and manage the risk.
- The practice had revised policies to include changes made during the refurbishment.
- We observed the premises to be clean and tidy; the refurbishment had resulted in the premises becoming compliant with local infection prevention control standards. We saw evidence that the Infection Control Lead and the local Infection Prevention Control Lead from the clinical commissioning group had carried out an infection control audit in March 2018. We saw the findings of the audit had been discussed. The practice had a plan to re-audit in 12 months. Similar to the other supporting correspondence, the infection control policy had been amended to reflect the changes within the practice, which enabled staff to plan and implement measures to control infection.
- During the April 2018 inspection, we spoke to two patients and several members of staff about the recent refurbishment. The patients commented how much the practice specifically the cosmetic improvements and the new waiting area had improved their experience of the practice. Staff commented that their well-being had greatly improved whilst working in new improved surroundings.

These actions were now ensuring that requirements relating to premises and equipment were being met.