

# Avonside Health Centre

## Quality Report

Portobello Way, Warwick, CV34 5GJ

Tel: 01926 492311

Website: [www.avonsidehealthcentre.nhs.uk](http://www.avonsidehealthcentre.nhs.uk)

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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 previously carried out an announced comprehensive inspection at Avonside Health Centre on 5 July 2016. As a result of our inspection the practice was rated as good overall but required improvement for providing safe services. The full comprehensive report on the July 2016 inspection can be found by selecting the 'all reports' link for Avonside Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was a desk-based focused inspection carried out on 19 September 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 5 July 2016. This report covers our findings in relation to those requirements.

The practice is now rated as good for providing safe services and its overall rating remains good.

Our key findings were as follows:

- The practice had carried out Disclosure and Barring Service (DBS) checks for all staff members and had amended their procedures to ensure all future staff recruitment included a DBS check. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable).

### 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?**

During our comprehensive inspection on 5 July 2016, we identified a breach of legal requirement. The practice needed to take action to ensure that Disclosure and Barring Service (DBS) risk assessments or checks had been carried out for all staff who acted as chaperones.

For our desk-based focused inspection carried out on 19 September 2017, the practice provided evidence to show all staff members had received a DBS check and had amended their procedures to ensure all future staff recruitment included a DBS check.

The practice is now rated as good for providing safe services.

**Good**



# Avonside Health Centre

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

The desk based focused inspection was completed by a CQC Lead Inspector.

## Background to Avonside Health Centre

Avonside Health Centre is a purpose built premises located in Warwick within the NHS South Warwickshire Clinical Commissioning Group (CCG). The practice is well served by the local bus network and there is accessible parking for over 40 vehicles. The practice and facilities are fully accessible to wheelchair users.

The practice provides primary medical services to approximately 9,100 patients in the local community. The practice population is mostly white British.

The clinical staff team consists of three male and three female GP partners, two trainee GPs, an Advanced Nurse Practitioner (ANP), three practice nurses and a Health Care Assistant (HCA). The clinical team is supported by a practice manager and a team of 14 administrative and reception staff. The practice conducts GP training and is involved in research in collaboration with the National Institute for Health Research.

The practice is open from 8am to 9.30pm on Monday; 8.30am to 6pm on Tuesday, Wednesday and Thursday; 8am to 6pm on Friday, and 8.15am to 11.15am on alternate Saturdays. The practice is not open on Sundays. Appointments are between 8.30am and 6pm on weekdays

with extended hours appointments available on Monday evening and Saturday morning as described above. Appointments with the ANP are available from 8am on weekdays.

Telephone lines are open from 8.30am to 6pm on weekdays. Advice is available through the West Midlands Ambulance Service duty doctor from 8am to 8.30am and 6pm to 6.30pm on weekdays

## Why we carried out this inspection

We undertook a comprehensive inspection of Avonside Health Centre on 5 July 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good with the safe domain rated as requires improvement. The full comprehensive report following the inspection in July 2016 can be found by selecting the 'all reports' link for Avonside Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up desk-based review of Avonside Health Centre on 19 September 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

## How we carried out this inspection

During our inspection we reviewed information provided by the practice.

## Detailed findings

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

# Are services safe?

## Our findings

At our previous inspection on 5 July 2016, we rated the practice as requires improvement for providing safe services as the provider had not carried out Disclosure and Barring Service (DBS) risk assessments or checks for all staff who acted as chaperones.

This had significantly improved when we undertook a desk based focused inspection on 19 September 2017 and the provider had implemented measures to address this. The practice is now rated as good for providing safe services.

### Overview of safety systems and processes

The practice provided evidence to show they had carried out Disclosure and Barring Service (DBS) checks for all staff and had amended their procedures to ensure all future staff recruitment included a DBS check. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable).