

# Cornerways Medical Centre

## Quality Report

Parkers Close  
Gorley Road  
Ringwood  
Hampshire  
BH24 1SD

Tel: 01425 472515

Website: [www.cornerwaysmedicalcentre.co.uk](http://www.cornerwaysmedicalcentre.co.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 well-led?

Good



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Cornerways Medical Centre on 4 July 2017. The overall rating for the practice was good. However the rating for the well-led section was requires improvement. The full comprehensive report on the July 2017 inspection can be found by selecting the 'all reports' link for Cornerways Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced focused inspection carried out on 11 December 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 4 July 2017. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice remains rated as good overall and is now rated good in the section for well-led.

Our key findings were as follows:

- Governance arrangements had improved in relation to health and safety processes and staff training.

- The provider had reviewed their complaints process since the last inspection and the correspondence sent to patients now clearly explained the guidance for further action if required.
- The significant events process had been reviewed and a new computer system has been installed that supported the reporting and learning of all events in a timely manner.
- The practice had increased the levels of nursing staff in order to be able to increase the quality and quantity of health checks for all population groups, with particular reference to those with learning disabilities and mental health conditions. Since the last inspection the practice had employed one new practice nurse so that there were now four practice nurses. There were also now three health care assistants that could help undertake checks.
- The practice website was regularly updated, with information for all patients on services provided at the practice.

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

# Cornerways Medical Centre

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

The inspection team consisted of a Lead CQC Inspector.

## Background to Cornerways Medical Centre

Cornerways Medical Centre is located in a purpose built building in a residential area of Poulner, Ringwood in Hampshire.

The practice provides services to just under 12,000 registered patients and is part of NHS West Hampshire Clinical Commissioning Group (CCG). The practice is based in an area of low deprivation compared to the national average for England and the majority of patients at the practice identify themselves as being from a White British background. A total of 29 percent of patients at the practice are over 65 years of age, which is higher than the CCG average of 22% and national average of 17%. Older patients may have higher health care needs.

Care to patients is provided over two floors at Cornerways Medical Centre. The practice has a lift to support patients who are unable to manage stairs. Access for patients is via a level pathway, with automatically operated doors. The practice has eight GP consulting, three nurse consulting rooms and three treatment rooms including a minor operation room.

Cornerways Medical Centre also houses community midwives, district nurses and health visitors.

The practice has six GP partners, two of whom are female and four are male. The practice also employs two female and one male salaried GP. The GPs are supported by three

practice nurses, one of whom is also an independent prescriber, and three health care assistants who provide a range of treatments. The practice employs a phlebotomist so that patients can have blood samples taken at the practice. The clinical team are supported by a management team and secretarial and administrative staff. The practice is a training practice for doctors training to be GPs (registrars) and a teaching practice for medical students. At the time of our inspection, two GP registrars were also working at the practice.

The practice is open between 8am and 6.30pm Monday to Friday. Reception closes every day between 1pm and 2pm, however phone lines remain open during this time. Extended hours appointments are available alternate Mondays and Thursdays from 6.30pm until 7.30pm and every fourth Saturday from 8am until 12pm. The GPs also offer home visits to patients who need them; typically each GP conducts three home visits per day. The practice has opted out of providing out-of-hours services to their own patients and refers them to the Dorset and Hampshire Urgent Care services via the NHS 111 service. The practice offers online facilities for booking of appointments and for requesting prescriptions.

The practice operates a branch surgery a few miles away located at 1 Pine Drive, St Leonards, Dorset, BH24 2LN. We did not visit the branch surgery on this inspection. The branch surgery is open every weekday morning from 8.30am until 12pm and also Monday, Wednesday and Friday afternoons. Patients are able to make appointments at either location, and staff work across both sites. We visited Cornerways Medical Centre as part of this inspection, located at:

Parkers Close

Gorley Road

Ringwood

# Detailed findings

Hampshire

BH24 1SD

## Why we carried out this inspection

We undertook a comprehensive inspection of Cornerways Medical Centre on 4 July 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement

for well-led services. The full comprehensive report following the inspection in July 2017 can be found by selecting the 'all reports' link for Cornerways Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up focused inspection of Cornerways Medical Centre on 11 December 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.

# Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

## Our findings

**At our previous inspection on 4 July 2017, we rated the practice as requires improvement for providing well-led services as there were limited systems and processes in place to enable the practice to assess, monitor and improve the quality and safety of the services being provided.**

**We issued a requirement notice in respect of these issues and found arrangements had significantly improved when we undertook a follow up inspection of the service on 11 December 2017. The practice is now rated as good for being well-led.**

### Governance arrangements

At our previous inspection in July 2017 we found that there were shortfalls in the governance systems. Specifically the practice could not demonstrate that action had been taken to reduce the risks of infection from Legionella (a water borne disease) in accordance with the practice risk assessment; training requirements of staff were not clearly identified; and not all staff had completed training in fire safety and infection prevention control which the practice considered to be mandatory.

At the follow up inspection it was found that:

- There was a recent risk assessment for Legionella infection prevention that outlined the checks that needed to be undertaken weekly, monthly, quarterly and yearly. There was evidence that all the required checks were being done and that the risk assessment actions were being followed.
- Staff training was now monitored through the use of an accessible training matrix.

- All staff were up to date with the mandatory training needs for the practice. This included fire safety training and infection prevention control training.
- A practice nurse had recently taken the lead role in infection prevention control. All staff were had signed to show that they had read and understood the practice infection prevention control policy. There had been two infection control audits in 2017 in wound infection and hand hygiene that clearly outlined the findings and any appropriate actions. There was a programme of audits for the year 2017-18 that included a full audit of the cleanliness of the practice premises, an aseptic technique audit, and two further cycles for the hand hygiene and wound infection audits.
- Fire safety was evidenced to be compliant with the practice's fire risk assessment and included regular training updates, twice yearly fire drills and weekly alarm/equipment testing. All of these had been implemented and documented after the previous inspection in July 2017.
- The practice information and process regarding complaints had been updated to now reflect national guidance regarding contacting the Health Service Ombudsman if the complainant was not satisfied with the practice response.
- At the last inspection it was highlighted to the practice that the website required updating to reflect the services the practice offered. We saw the updated website that includes more information for patients as well as links for health advice and explanations of treatments and illnesses.