

Winton Health Centre

Inspection report

Alma Medical Centre
31 Alma Road, Winton
Bournemouth
BH9 1BP
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www.wintonhealthcentre.co.uk

Date of inspection visit: 17 and 19 August 2021
Date of publication: 27/10/2021

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 inspection at Winton Health Centre on 17 and 19 August 2021. Overall, the practice is rated as Good.

Each key question was rated:

Safe - Good.

Effective - Good.

Caring - Good.

Responsive - Good.

Well-led - Good.

The full reports for inspections can be found by selecting the 'all reports' link for Winton Health Centre on our website at www.cqc.org.uk

Why we carried out this inspection

Winton Health Centre was rated as Requires Improvement at our inspection in February 2019 when the service was being run by a previous provider and was placed into special measures. A warning notice was served for regulation 17 Good governance. Safe and responsive key questions were rated as Requires Improvement; effective and caring key questions were rated as Good; and the well led key question was rated as Inadequate.

An unrated focused inspection was carried out in April 2019 to follow up on the warning notices, which were met. Two requirement notices were served relating to regulation 18 Staffing and regulation 17 Good governance. Concerns identified at that time included significant events not being recorded or analysed; lack of continuity of care; and lack of support for staff to carry out their roles.

In September 2019 the practice was taken over by a new provider. They were aware of the regulatory history of the service and put in place plans to address the concerns. This comprehensive inspection was the first one carried out on the new provider.

All key questions were inspected. Although the current provider is not responsible for meeting breaches of regulation from a previous provider, we take this information into account as part of the regulatory history of the service. Therefore, we looked at actions the provider had taken to address requirements served on the previous provider, to ensure the health safety and welfare of patients.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

Overall summary

- 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

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 and good for all population groups.

We found that:

- Winton Health Centre had address requirements served on the previous provider and reviewed all processes, policies and procedures to strengthen governance of the practice and the care and treatment provided to patients.
- The provider was aware of areas which still needed improvement and had plans in place to address these. The plans were regularly monitored to ensure action taken was effective.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- 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.
- Feedback received from staff and patients showed that improvements made had been noticeable and service provision had improved.

Whilst we found no breaches of regulations, the provider **should**:

- Review the safeguarding policies and procedures to make sure they reflect current guidance.
- Complete the infection control audit process by producing an annual statement.
- Continue work on improving the systems for medicine reviews.
- Continue to work on increasing cervical screening uptake.
- Review records related to emergency medicine to enable effective checks to be carried out.
- Review processes for Patient Group Directives (PGD's) to demonstrate that staff have been authorised to administer medicines under these directives.
- Consider reviewing how records are maintained of emergency medicines checks.
- Continue to promote the patient participation group.

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

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

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/a member of the CQC pharmacy team who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Winton Health Centre

Winton Health Centre is located at:

31 Alma Road, Winton

Bournemouth

BH9 1BP

The practice provides NHS services through a Personal Medical Services (PMS) contract to approximately 10,200 patients.

The practice is registered with the CQC to carry out the following regulated activities:

- diagnostic and screening procedures
- treatment of disease
- disorder or injury
- surgical procedures
- family planning, maternity and midwifery services
- treatment of disease, disorder or injury.

The practice is situated in an area of low deprivation. The age distribution of the practice population has higher numbers of patients aged between 25 years old and 49 years old when compared with the local and national averages. There are more male patients registered at the practice compared to females.

According to the latest available data, the ethnic make-up of the practice area is 4.9% Asian, 89.9% White, and 1.1% Black, 2.8% Mixed, and 1.3% Other Non-White Ethnic Groups.

Winton Health Centre had nine GP partners; four salaried GPs, plus one long term locum; two advanced nurse practitioners; three practice nurses, with one health care assistant; and a team of allied health care professionals; which included pharmacists. The clinical team were supported by an operations manager; an assistant operations manager and a team of administration and reception staff.

The practice was open on Mondays from 8am to 8pm; and from 8am to 6.30pm Tuesdays to Fridays; and appointments are available between these times.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then this is carried out at the location.

Out of hours services are provided by the NHS 111 service.