

Woodley Centre Surgery

Quality Report

6 Headley Road
Woodley
Berkshire
RG5 4JA
Tel: 0118 969 7307
Website: www.woodleycentresurgery.co.uk

Date of inspection visit: We have not revisited Woodley Centre Surgery as part of this review because they were able to demonstrate that they were meeting the standards without the need for a visit.
Date of publication: 01/02/2017

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

Are services safe?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

During our comprehensive inspection of Woodley Centre Surgery in April 2016 we found concerns relating to a legionella risk assessment with outstanding high risk actions. This led to a rating of requires improvement for the provision of safe services. The practice sent us an action plan describing how they planned to make changes to address the issues that led to our concerns.

In addition to the breach of regulation, we recommended improvements were made to shared learning from complaints and patient feedback regarding telephone access and GP care and treatment.

We carried out a desk top inspection on 20 December 2016 to ensure these changes had been implemented and that the service was meeting regulations. The rating for the practice has been updated to reflect our findings. We found the practice had made improvements in the provision of safe services since our last inspection on 20 April 2016 and they were meeting the requirements of the regulation.

Specifically, the practice had:

- Carried out all works necessary to ensure risk of legionella were minimalised at both practice sites and were continuing to liaise with the landlord in relation to further maintenance and risk assessment work at the Woodley site.
- There was an improvement in patient feedback from the GP national patient survey for telephone access and GP care and treatment. Both had increased by 3% and were now comparable with national averages.
- The practice provided evidence they were discussing complaints at regular meetings and sharing the learning outcomes with staff. They were also involving the PPG in practice issues and were working with them towards a combined PPG/ practice newsletter and patient feedback box.

We have updated the ratings for this practice to reflect these changes. The practice is now rated as good for the provision of safe services.

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?

We found the practice had made improvements in the safe provision of services since our last inspection on 20 April 2016 and they were meeting the requirements of the regulation that was in breach. The practice is rated as good for providing safe services.

Specifically the practice had:

- Had a water calorifier inspected to ensure it was in good working order to maintain hot water temperatures.
- Undertaken regular hot water testing to ensure safety standards were being maintained. The testing equipment had been calibrated to ensure it was recording accurate temperatures.
- The landlord had undertaken a further risk assessment in September 2016.

Good



Woodley Centre Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

This desktop review was undertaken by a CQC Inspector.

Why we carried out this inspection

We carried out a comprehensive inspection on 20 April 2016 and published a report setting out our judgements. We asked the provider to send a report of the changes they would make to comply with the regulation they were not

meeting. We undertook a follow up inspection in December 2016 to make sure the necessary changes had been made and found the provider is now meeting the fundamental standards included within this report.

This report should be read in conjunction with the full inspection report.

How we carried out this inspection

We reviewed information and evidence sent to us by the practice. We have not revisited Woodley Centre Surgery as part of this review because the practice was able to demonstrate they were meeting the regulations associated with the Health and Social Care Act 2008 without the need for an inspection visit.

Are services safe?

Our findings

During a comprehensive inspection in April 2016 we found a legionella risk assessment in March 2015 had identified a number of high risk actions at both practice sites requiring intervention. (Legionella is a term for a particular bacterium which can contaminate water systems in buildings). Not all these actions had been completed or reviewed. An additional risk was identified as the practice not having a responsible person who had undertaken specific legionella training.

Monitoring risks to patients

The practice showed us evidence they had completed a number of actions relating to the original risk assessment dated March 2015:

- A member of the administration team had completed training on legionella and was the responsible person.
- Tradespeople had undertaken repair and maintenance work to water systems to ensure safety and were scheduled to undertake further routine maintenance.
- Water temperatures were being monitored regularly and discrepancies escalated and actioned quickly. We saw evidence the equipment used for testing was calibrated and scheduled for annual calibration.

A further legionella risk assessment had been carried out in September 2016 by a third party. However, the report had not been shared with the practice at the time of the follow up request, despite many attempts by the provider to retrieve it.