

# St Werburgh's Medical Practice for the Homeless

## Quality Report

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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 carried out a comprehensive inspection of St Werburgh's Medical Practice for the Homeless on 9 December 2015. The overall rating for the practice was Good. We carried out a desk based review on 19 September 2016 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 comprehensive inspection on 9 December 2015. At this inspection we identified further improvements were needed and therefore carried out a desk based review on 8 February 2017. The full comprehensive report on the 9 December 2016 inspection and the desk based review on 19 September 2016 can be found by selecting the 'all reports' link for St Werburgh's Medical Practice for the Homeless on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was a desk-based review carried out on 8 February 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 19 September 2016. This report covers our findings in relation to this requirement.

Overall the practice is rated as Good.

Our key findings were as follows:

- The provider had ensured the premises were safely maintained. Evidence of a satisfactory electrical wiring inspection and legionella risk assessment had been made available.

### 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?**

The practice is rated as good for providing safe services. Improvements had been made to the safety of the premises. Evidence of a satisfactory electrical wiring inspection and legionella risk assessment had been made available.

**Good**



# St Werburgh's Medical Practice for the Homeless

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

The inspection was undertaken by a CQC inspector.

## Background to St Werburgh's Medical Practice for the Homeless

St Werburgh's Medical Practice for the Homeless is responsible for providing primary care services for the homeless population of Chester and the surrounding areas. It provides a service for approximately 325 patients. Eighty two per cent of the patient population are male and 78% are aged between 16 and 50. The practice does not provide a service to patients under the age of 16. The practice has been established for 12 years and was originally set up by the Primary Care Trust (PCT).

The practice is also one of the designated practices in the area providing services to patients who have been subject to immediate removal from a patient list of a primary medical services contractor because of an act or threat of violence. The practice has 20 patients who are potentially violent.

The staff team includes two salaried GPs, a specialist nurse practitioner, practice manager, counsellor and reception and administrative staff. A mental health specialist

practitioner employed by Cheshire Primary Care mental Health is based at the practice two days a week. The practice is operated by Northgate Medical Centre which operates an additional GP practice.

The practice is open 8:30am to 5.00pm Monday to Friday. Patients requiring a GP outside of these hours are advised to contact Northgate Medical Centre and the GP out of hours services provided by Cheshire and Wirral Partnership NHS Foundation Trust. The practice has an Alternative Provider Medical Services (APMS) contract.

## Why we carried out this inspection

We undertook a desk based review of St Werburgh's Medical Practice for the Homeless on 19 September 2016. This was carried out 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 comprehensive inspection on 9 December 2015. The overall rating for the practice was Good. The desk based review on 19 September 2016 and the full comprehensive report on the 9 December 2016 inspection can be found by selecting the 'all reports' link for St Werburgh's Medical Practice for the Homeless on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up desk-based focused inspection of St Werburgh's Medical Practice for the Homeless on 8 February 2017. This inspection was carried out to review the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

# Detailed findings

## How we carried out this inspection

We carried out a desk-based focused inspection of St Werburgh's Medical Practice for the Homeless on 8 February 2017. This involved reviewing evidence that:

- The premises were safely maintained.

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 19 September 2016 we rated the practice as requires improvement for providing safe services. Improvements were needed to ensure that the premises were safe as evidence that an up to date electrical wiring inspection and legionella risk assessment had been carried out was not in place.

When we undertook a follow up inspection on 8 February 2017 we found that improvements had been made. A legionella risk assessment had been carried out in October 2016. The provider had experienced difficulty obtaining evidence of an electrical wiring inspection from the service responsible for maintaining the property. The electrical wiring certificate could not be located, however confirmation was produced that an inspection had been carried out in December 2013 that was satisfactory and that a re-assessment was not due until December 2018.