

# Guardian Medical Centre

## 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 an announced comprehensive inspection at Guardian Medical Centre on 16 March 2016. The full comprehensive report on the March 2016 inspection can be found by selecting the 'all reports' link for Guardian Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

At our previous inspection on 16 March 2016 we rated the practice as 'good' overall but we identified a breach of Regulation 17 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This was because the provider had not carried out a health and safety risk assessment to identify risks to peoples' safety and ensure measures were in place to mitigate these.

This inspection was a desk-based review carried out on 30 January 2017 to confirm that the provider had carried out their plan to meet the legal requirements in relation to the breach in regulation identified at our previous inspection. This report covers our findings in relation to that requirement and also additional improvements made since our last inspection.

Our key findings were as follows:

- The provider had taken action to meet the breach of Regulation 17. The provider had carried out a health and safety risk assessment that identified risks to peoples' safety and this included information on the measures in place to mitigate these.

We also found that the provider had made a number of improvements where we had identified these. These included;

- The introduction of a clear and auditable record of staff training to assist the provider in identifying staff training needs and plan for training requirements.
- The development of a safeguarding procedure.
- A review of recruitment procedures to ensure all relevant recruitment checks are carried for staff.

**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?**

Potential risks to people's health and safety had been assessed and a plan was in place to monitor and mitigate identified risks.

**Good**



# Guardian Medical Centre

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

The inspection was carried out by a lead inspector.

## Background to Guardian Medical Centre

Guardian Medical Centre is located at Guardian Street, Warrington, Cheshire WA5 1UD. The practice provides a service to approximately 9,775 patients. The practice is situated in an area with average levels of deprivation when compared to other practices nationally. The percentage of patients with a long standing health conditions is lower than the local and national average.

The practice is run by four GP partners and there are an additional four salaried GPs (two male and six female). There are two practice nurses, one health care assistant, a practice manager and a team of reception/administration staff. The practice is open from 8am to 6.30pm Monday to Friday. The practice provided one early morning surgery (from 7am) and one late evening surgery (until 8pm) per week. The practice had signed up to providing longer surgery hours as part of the Government agenda to encourage greater patient access to GP services. As a result patients could access a GP at a Health and Wellbeing Centre in the centre of Warrington during evenings and

weekends. Outside of practice hours patients can access the Bridgewater Trust for primary medical services. The practice is a training practice for trainee GPs and it hosts final year medical students.

The practice has a Personal Medical Services (PMS) contract. The practice provides a range of enhanced services, for example: extended hours, childhood vaccination and immunisation schemes, checks for patients who have a learning disability and avoiding unplanned hospital admissions.

## Why we carried out this inspection

We undertook a follow up desk based focused inspection of Guardian Medical Centre on 30 January 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 meeting legal requirements.

## How we carried out this inspection

We carried out a desk-based focused inspection of Guardian Medical Centre on 30 January. This involved reviewing evidence that the provider submitted to us at our request, including a health and safety risk assessment and risk management plan.

# Are services safe?

## Our findings

### Monitoring risks to patients

Following our previous inspection on 16 March 2016, we issued a requirement notice as no arrangements were in place for formally assessing and planning to mitigate health and safety related risks.

As part of this inspection the provider submitted evidence that action had been taken to address the breach. The provider submitted a health and safety assessment and management plan covering risks such as those associated with; fire safety, maintenance of the building and equipment, risks to patients and risks to staff linked to their roles and responsibilities.