

Walsgrave Health 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 effective?

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 Walsgrave Health Centre on 25 August 2016. As a result of our inspection the practice was rated as good overall but required improvement for providing effective services. The full comprehensive report on the August 2016 inspection can be found by selecting the 'all reports' link for Walsgrave Health Centre on our website at www.cqc.org.uk.

This inspection was a desk-based focused inspection carried out on 25 July 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulations that we identified in our previous inspection on 25 August 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is rated as good.

Our key findings were as follows:

- Nurses had undertaken training in the Mental Capacity Act 2005.
- A formal training programme had been introduced for staff, which included infection control, chaperone training and safeguarding for non-clinical staff.
- We viewed the schedule of the monthly practice staff meetings and noted that these meetings were formally documented.
- Clinical meetings were now held regularly and formally documented.
- All staff had signed a document to confirm that they were aware of the business continuity plan and its location in the practice.

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 effective?

During our comprehensive inspection on 25 August 2016, we identified a breach of legal requirement. The practice needed to provide appropriate support, training, professional development and supervision to enable staff to carry out the duties they were employed to perform. During our desk based focused inspection on 25 July 2017 we found that the practice had taken action to improve this area and the practice is now rated as good for providing effective services.

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

Following our comprehensive inspection on 25 August 2016 we rated the practice as good for the population group of older people. We did not review any evidence during our desk based focused inspection to alter this rating.

Good



People with long term conditions

Following our comprehensive inspection on 25 August 2016 we rated the practice as good for the population group of people with long term conditions. We did not review any evidence during our desk based focused inspection to alter this rating.

Good



Families, children and young people

Following our comprehensive inspection on 25 August 2016 we rated the practice as good for the population group of families, children and young people. We did not review any evidence during our desk based focused inspection to alter this rating.

Good



Working age people (including those recently retired and students)

Following our comprehensive inspection on 25 August 2016 we rated the practice as good for the population group of working age people (including those recently retired and students). We did not review any evidence during our desk based focused inspection to alter this rating.

Good



People whose circumstances may make them vulnerable

Following our comprehensive inspection on 25 August 2016 we rated the practice as good for the population group of people whose circumstances may make them vulnerable. We did not review any evidence during our desk based focused inspection to alter this rating.

Good



People experiencing poor mental health (including people with dementia)

Following our comprehensive inspection on 25 August 2016 we rated the practice as good for the population group of people experiencing poor mental health. We did not review any evidence during our desk based focused inspection to alter this rating.

Good



Walsgrave Health Centre

Detailed findings

Our inspection team

Our inspection team was led by:

The desk based focused inspection was completed by a CQC Lead Inspector.

Background to Walsgrave Health Centre

Walsgrave Health Centre is based in Walsgrave-on-Sowe, a village which is located approximately three miles north-east of Coventry in the West Midlands.

There is direct access to the practice by public transport from surrounding areas. There are some limited parking facilities on site as well as public parking on streets nearby.

The practice currently has a list size of 5,396 patients.

The practice holds a General Medical Services (GMS) contract with NHS England. The GMS contract is the contract between general practices and NHS England for delivering primary care services to the local communities. The practice provides GP services commissioned by NHS Coventry and Rugby Clinical Commissioning Group (CCG). A CCG is a group of general practices that work together to plan and design local health services in England. They do this by 'commissioning' or buying health and care services.

The practice is currently managed by two GPs (male). They are supported by one female nurse practitioner, one female practice nurse and a female healthcare assistant. The practice is in the process of recruiting a practice manager (they are currently receiving support from a local practice manager). There is also a team of reception, clerical and administrative staff.

The practice is open on Mondays to Fridays from 7.30am to 6.30pm. Appointments are available Mondays to Fridays from 7.30am to 12pm and from 1pm to 6.30pm. Triage appointments are available all day.

The practice has started to operate extended hours services through the GP alliance it is affiliated with. Practice patients could therefore be seen at three other named practices each weekday evening from 6.50pm up until 9.10pm and both weekend mornings from 9am to 11.40am by pre-booking an appointment. Outside of this cover, out of hours service is provided by Coventry and Warwickshire Partnership Trust. Patients can also contact NHS 111.

Why we carried out this inspection

We undertook a comprehensive inspection of Walsgrave Health Centre on 25 August 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement in the provision of effective services. The full comprehensive report following the inspection in August 2016 can be found by selecting the 'all reports' link for Walsgrave Health Centre on our website at www.cqc.org.uk.

We undertook a desk based focused inspection of Walsgrave Health Centre on 25 July 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.

How we carried out this inspection

Before we carried out this desk based focused inspection, we asked the provider to submit information and evidence

Detailed findings

to demonstrate the actions they had taken to address the breach of regulatory requirement that we identified during our comprehensive inspection on 25 August 2016. We carried out a desk based focused inspection of Walsgrave Health Centre on 25 July 2017. This involved reviewing evidence that:

- Nursing staff had completed their training in the Mental Capacity Act 2005.

- Practice staff had received formal training in areas including infection control, safeguarding and chaperone training.

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 effective?

(for example, treatment is effective)

Our findings

At our previous inspection on 25 August 2016, we rated the practice as requires improvement for providing effective services as the arrangements in respect of support, training, professional development and supervision of staff to enable them to carry out their duties they were employed to perform were not adequate.

These arrangements had significantly improved when we undertook a desk based focused inspection on 25 July 2017. The practice is now rated as good for providing effective services.

Effective staffing

We viewed the training log which evidenced that safeguarding, infection control and chaperone training had been completed and were now part of the formal training programme. We were told that all staff had access to online training modules, which had been purchased since our last inspection.

Consent to care and treatment

We saw evidence that all nursing staff had received training in the Mental Capacity Act 2005.