

City Walls and Saughall Medical Centres

Quality Report

St Martins Way
Chester
Cheshire
CH1 2NR

Tel: 01244 357800

Website: www.citywallsmedicalcentre.nhs.uk

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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?

Requires improvement



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of City Walls and Saughall Medical Centres on 19 April 2016. The overall rating for the practice was Good. The full comprehensive report on the April 2016 inspection can be found by selecting the 'all reports' link for City Walls and Saughall Medical Centres on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on 01 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 April 2016. This report covers our findings in relation to those requirements, additional improvements made since our last inspection and further improvements that need or should be made.

Overall the practice is rated as Good.

Our key findings were as follows:

- Action had been taken to improve the recording of significant events.

The following improvements to the service had also been made:

- A schedule of audits had been put in place.

We identified areas of practice where the provider must make improvements:

- An up to date fire risk assessment must be in place for both the main and the branch practices.

We identified that the following improvements should be made:

- Records of significant events should detail what has been learned from them.

At our previous inspection we identified that the service should have a system to ensure all health and safety checks and reviews are carried out at the recommended frequencies. At this visit we found that fire risk assessments had not been updated. Consequently, the practice is still rated as requires improvement for providing safe services. A date to undertake this assessment had been scheduled.

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 requires improvement for providing safe services. An up to date fire risk assessment was not in place for the main or the branch practice.

An electrical wiring inspection had been carried out at the Saughall branch practice. An electrical wiring inspection had taken place at the City Walls practice and work had taken place to address the shortfalls identified.

Improvements had been made to the recording of significant events. A record had been made of significant events, action taken and the date for review. Evidence was also provided to demonstrate that a revised procedure for the management of significant events had been introduced. The significant event forms did not record learning points. A proforma was provided to ensure this information was recorded in the future.

Requires improvement



Summary of findings

Areas for improvement

Action the service **MUST** take to improve

- An up to date fire risk assessment must be in place for both the main and the branch practices.

Action the service **SHOULD** take to improve

- Records of significant events should detail what has been learned from them.

City Walls and Saughall Medical Centres

Detailed findings

Our inspection team

Our inspection team was led by:

The inspection was undertaken by a CQC inspector.

Background to City Walls and Saughall Medical Centres

City Walls and Saughall Medical Centres are responsible for providing primary care services to approximately 16,900 patients. City Walls Medical Centre is based in Chester and the branch practice is based in the village of Saughall approximately three miles from Chester. The practice is based in areas with average levels of economic deprivation when compared to other practices nationally.

The staff team includes eight partner GPs, four salaried GPs, three nurse practitioners, five practice nurses, three health care assistants, including a phlebotomist, practice manager and administration and reception staff. The practice is a training practice and at the time of our visit had one GP registrar working for them as part of their training and development in general practice, two medical and one nursing student.

The practice is open 8:00am to 6.30pm Monday to Friday. An extended hour's service for routine appointments and an out of hour's service are commissioned by West Cheshire CCG and provided by Cheshire and Wirral Partnership NHS Foundation Trust.

The practice has a General Medical Service (GMS) contract. The practice offers a range of enhanced services including flu and shingles vaccinations, timely diagnosis of dementia and minor surgery.

Why we carried out this inspection

We undertook a comprehensive inspection of City Walls and Saughall Medical Centres on 19 April 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as Good. The full comprehensive report following the inspection on 19 April 2016 can be found by selecting the 'all reports' link for City Walls and Saughall Medical Centres on our website at www.cqc.org.uk.

We undertook a follow up desk-based focused inspection of City Walls and Saughall Medical Centres on 01 February 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

We carried out a desk-based focused inspection of City Walls and Saughall Medical Centres on 01 February 2017. This involved reviewing evidence that:

- Improvements had been made to records relating to significant events.

Detailed findings

- Improvements had been made to the system for ensuring safety checks of the premises were carried out.
- There was a planned approach to audits.

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 April 2016 we rated the practice as requires improvement for providing safe services. Improvements were needed to to the recording of internal significant events. Records of team meeting minutes showed the significant events and any actions arising from them were discussed with all relevant staff. However, each significant event, the investigation and action taken was not recorded separately allowing for a detailed log to be maintained and demonstrating the investigation process. A review was not documented.

When we undertook a follow up inspection on 01 February 2017 we found that improvements had been made to the recording of significant events. We were provided with two records of internal significant events. This showed that a separate record was maintained and action taken was recorded. These events had been entered on to a central log which recorded when the event was due to be or had been reviewed. Evidence was also provided to demonstrate that a revised procedure for the management of significant events had been introduced. The significant events we reviewed did not include learning that had arisen from the event. We were provided with a template to ensure this information is recorded in future.

At our previous inspection on 19 April 2016 we identified that an up to date electrical wiring certificate was not in place. Following our visit a date to carry out this inspection was confirmed. At this inspection on 01 February 2017 we found that an electrical wiring inspection had taken place. This indicated the electrical installation was not satisfactory. Following this inspection this work was completed. Records also showed that the Saughall branch practice had not had an electrical wiring inspection. Following this inspection we were provided with evidence that this had been completed and the electrical installation was satisfactory.

At this inspection records showed a fire drill had taken place at the Saughall branch practice. A record was provided of planned health and safety premises checks. This did not include all necessary checks and the practice manager informed us that an electronic diary was also used to ensure all the necessary checks took place. We noted that one overall list may provide an easier to review system. At the last inspection we reported that a fire risk assessment had been produced in 2008 and not reviewed since. At this visit it was reported that there had been no change to the fire risk assessments for both premises however the risk assessments had not been updated. Following this inspection we were provided with a date for these assessments to take place.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 15 HSCA (RA) Regulations 2014 Premises and equipment Fire risk assessments had not been reviewed to demonstrate the premises were being safely maintained.
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	