

The Westgate Practice

Inspection report

Greenhill Health Centre
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Lichfield
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www.westgatepractice.co.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 location

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We previously carried out an announced comprehensive inspection at The Westgate practice in October 2018 as part of our inspection programme. The practice was rated as good overall but requires improvement in safe. The practice was found in breach of Regulation 12 Safe Care and Treatment; specifically, assessing the risk of, and preventing, detecting and controlling the spread of, infections, including those that are health care associated. We issued a requirement notice in response to the breach.

Following our review of the information available to us, including information provided by the practice, we carried out an announced focused inspection at The Westgate Practice on 1 October 2019 and the Shenstone branch on 3 October 2019. We focused our inspection on the following key questions: safe; effective and well led. Due to the assurance received from our review of information, we carried forward the ratings for the following key questions: caring and responsive.

The practice had met all the requirements of the requirement notice for regulation 12. Additionally, the practice had reviewed its management structure, increased the infection control team and made a significant number of improvements to the building with a detailed plan of refurbishment and redecoration.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We have rated this practice as good overall and good for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

Whilst we found no breaches of regulations, the provider **should:**

- Improve the mechanism to record blood results for people treated with blood thinning medicines.
- Review the recording of the drug monitoring results.
- Continue to improve the alert process to record ongoing action.
- Consider refreshing the safeguarding policy.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a second CQC inspector.

Background to The Westgate Practice

The Westgate Practice is located within Greenhill Medical Centre. It has one branch at Shenstone which is run as “an extension” with most clinical staff rotating through it. Shenstone Surgery is located at 26 Lincoln Croft, Shenstone, Lichfield. WS14 0ND. We visited the Shenstone branch on 3 October 2019 as part of our inspection.

Patients registered at the practice may visit either location to receive services. The practice offers clinical treatment on the ground floor of the building at the main site and the branch is a single storey building. The branch at Shenstone has disabled access at the rear of the building and had tried to gain permission to add an access ramp to the front of the building which has not been supported by the local council.

The practice has 10 partners and 12 salaried GPs, with an equal split of male and female. The practice is a training practice for GP registrars. GP registrars are qualified doctors who undertake additional training to gain experience and higher qualifications in general practice and family medicine. The practice also participates in the teaching of student doctors from two local universities.

The practice has five advanced nurse practitioners; eight practice nurses and three health care assistants and two phlebotomists. The practice supports nursing students from a local university.

The practice has reviewed its management team since our last inspection in October 2018 and has identified lead roles for staff. A dedicated business manager and clinical pharmacist have joined the team at the practice. A patient services team of over 30 staff support the clinical and management staff.

The practice offers a GP service to around 28,800 patients. Over 25% of the practice population is 65 years of age or older. The practice had a commercial pharmacy available within the building but is not a dispensing practice.

The service is registered with the Care Quality Commission (CQC) for the following regulated activities: treatment of disease, disorder or injury; maternity and midwifery services; family planning; diagnostic and screening procedures and surgical procedures. The Westgate Practice is registered with CQC as a partnership and holds a General Medical Services (GMS) contract with NHS England. A GMS contract is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract. The practice is part of the NHS South East Staffordshire and Seisdon Peninsula Clinical Commissioning Group (CCG). The practice is a member of the Lichfield Primary Care Network (PCN).

The practice is open from 8am to 6.30pm Monday to Friday. They offer extended hours Mondays, Wednesdays and Fridays 6.30pm until 8pm, through the Lichfield five practices

network. Out of hours service is provided by Staffordshire Doctors Urgent Care via NHS 111. Further information can be found on the practice website:
www.westgatepractice.co.uk