

Whitehouse Surgery

Inspection report

Whitehouse Health Centre
Dorset Way, Whitehouse
Milton Keynes
MK8 1EQ
Tel: 01132843158

Date of inspection visit: 22 March 2022
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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 to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced inspection at Whitehouse Surgery on 22 March 2022. Overall, the practice is rated as good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Why we carried out this inspection

This inspection was a comprehensive inspection as part of our inspection programme. The inspection focussed on the five key questions: are services safe, effective, caring, responsive and well-led?

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

Our findings

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.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Safeguarding processes were in place to protect children and vulnerable adults.

Overall summary

- Health and safety and fire risk assessments had been carried out. The provider was working with the landlord of the premises to complete the actions identified.
- Learning was identified from significant events and complaints.
- Patients received effective care and treatment that met their needs.
- The published cervical cancer screening data included patients who had previously been registered with other GP practices. The practice were proactively contacting eligible patients to encourage attendance for cervical cancer screening.
- There was a programme of quality improvement in place and local needs were recognised.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- There was a wellbeing advisor employed by the practice to offer support to patients with additional needs.
- There was information on the practice website of what support was available in the practice. However, there was no information or links to external websites or organisations.
- Patient reviews left on the NHS Website were positive about the care received.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- An external provider was commissioned to provide video consultations from 7am to 10pm Monday to Friday and from 8am to 4pm on Saturdays, Sundays and bank holidays.
- The premises were new and accessible to patients with disabilities.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.
- The practice had recognised the challenges they faced opening during the COVID-19 pandemic and having a growing patient list size. Actions had been put in place to address these.

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

- Complete the actions identified in the health and safety and fire risk assessments.
- Continue to promote the uptake of cervical cancer screening.
- Review support groups information on the practice website.

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

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location. A CQC inspection manager undertook a site visit.

Background to Whitehouse Surgery

Whitehouse Surgery is located in Milton Keynes at:

Whitehouse Health Centre

Dorset Way, Whitehouse

Milton Keynes

MK8 1EQ

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

The practice is situated within the Bedfordshire, Luton and Milton Keynes (BLMK) Clinical Commissioning Group (CCG) and delivers Alternative Provider Medical Services (APMS) to a patient population of approximately 5765. This is part of a contract held with NHS England.

The practice is a member of a primary care network (PCN) that enables them to work with other practices in the area to deliver care.

Information published by Public Health England shows that deprivation within the practice population group is in the ninth highest decile (nine of 10). The lower the decile, the more deprived the practice population is relative to others.

The practice had a higher number of patients under the age of 40 years.

The practice was led by a business manager. The clinical team consisted of two GPs, an advanced clinical practitioner, a practice nurse, a paramedic and a healthcare assistant. The clinical team were supported by a team of patient navigators who covered reception and administrative duties, a wellbeing advisor and a phlebotomist.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone or video consultations, although face to face appointments are also available.

Extended access is provided by the local federation, where late evening and weekend appointments are available.

When the practice is closed, out of hours services can be accessed via the NHS 111 service.