

The Waterfield Practice

Inspection report

Ralph's Ride
Harmanswater
Bracknell
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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?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at The Waterfield Practice on 4 March 2020 to follow up on concerns and breaches of regulation identified at our last inspection in February 2019.

At our last inspection (February 2019) we rated the practice as Requires Improvement overall. Specifically, the practice was rated Requires Improvement for providing Safe and Well led services and Good for providing Effective, Caring and Responsive services. We issued requirement notices for regulation 12: Safe care and treatment and regulation 17: Good governance.

At this inspection in March 2020, we found that the provider had satisfactorily addressed these areas, however we identified new areas of concern.

We based our judgement of the quality of care at this service is 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. Specifically, we have rated the provider as Requires improvement for Safe services and Good for Effective, Caring, Responsive and Well led services.

We rated the practice as **Requires improvement** for providing Safe services because:

- Non-medical prescribers did not receive formal clinical supervision in line with the practice's own policy. There had been no audits of their consultations or prescribing.
- Blank prescription stationery had been securely stored but had not been effectively tracked throughout the practice.
- A fire risk assessment carried out in January 2019 had not had risks actioned for the branch site risk, in regard to fire marshal training or carrying out a fire drill.

We rated the practice as **Good** for providing Effective, Caring, responsive and Well led services because:

- Patients received effective care and treatment that met their needs.
- Staff training oversight had improved and the practice maintained training records for all staff.
- 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 practice had reviewed their governance arrangements following the last inspection and had recruited a quality lead to oversee systems and processes.

The areas where the provider **must** make improvements are:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

Please see the specific details on action required at the end of this report.

In addition, the provider **should**:

- Improve disclosure and barring service risk assessments to include the types of risks being measured against.
- Improve oversight of all new staff recruitment to ensure the practice recruitment process is followed.

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

The inspection team included a lead inspector, a second CQC inspector, a GP specialist advisor and a Practice Nurse specialist advisor who was an Advanced Nurse Practitioner.

Background to The Waterfield Practice

The Waterfield Practice provides GP services to approximately 13,300 patients across two practice sites in the Bracknell area of East Berkshire. It is one of 16 practices in the Bracknell and Ascot area and is commissioned by East Berkshire Clinical Commissioning Group. In July 2019 the practice became a member of a primary care network with seven other GP practices in the Bracknell area.

The provider, The Waterfield Practice, is registered with the CQC to provide the following regulated activities:

- Diagnostic and screening procedures
- Family Planning
- Maternity and midwifery services
- Surgical procedures
- Treatment of disease, disorder or injury

All the regulated activities are provided from both practice sites at:

The Waterfield Practice (main site)

Ralphs Ride

Harmanswater

Bracknell

RG12 9LH

The Waterfield Practice (branch site)

1 County Lane

Whitegrove

Bracknell

RG42 3JP

We visited both sites during this inspection.

The practice has six GP partners and two salaried GPs. Between the GPs they offer a whole time equivalent (WTE) of six full time GPs. The nursing team consists of three nurses (WTE 1.93) a health care assistant and phlebotomist. There is also a Paramedic Practitioner who works full time at the practice.

The day-to-day organisation and running of the practice is provided by a practice manager and assistant practice manager. They are supported by a number of administration, secretarial and reception staff.

According to statistics there is a low level of deprivation and high numbers of employed patients. There is a large white British population, with 10% of patients coming from black or other minority ethnic groups.

The provider is part of the Bracknell and Ascot federation of GPs who have combined to offer an extended hours

service to all patients who are registered with Bracknell and Ascot GPs. The extended hours operate from a specific practice site in Bracknell and offers GP, nurse and HCA appointments Monday to Friday between 6.30pm and 8pm and Saturday and Sunday mornings.

Out of hours GP cover is provided by an external stakeholder who provides out of hours services to the whole of East Berkshire. Patients can access this service when the practice is closed by contacting NHS 111.

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 the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>How the regulation was not being met...</p> <p>There were inconsistent systems or processes that enabled the registered person to assess, monitor and improve the quality and safety of the services being provided. In particular:</p> <ul style="list-style-type: none">• The provider was unable to demonstrate structured and effective auditing of prescribing or consultation reviews for non-medical prescribers in line with practice policy.• There was no fire marshal training for staff who undertook regular work at the branch site and no fire drill had been carried out at the branch site.• Blank prescription stationery had not been effectively tracked through the practice in line with NHS counter fraud guidance. <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>