

Wensum Valley Medical Practice West Earlham Health Centre

Inspection report

West Earlham Health Centre
West Earlham
Norwich
NR5 8AD

Tel: 01603250660

www.wensumvalleymedicalpractice.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 location

Not inspected

Are services safe?

Inspected but not rated



Overall summary

We previously carried out an announced comprehensive inspection at the practice on 1 March 2022. The practice was rated as inadequate overall and placed into special measures.

As a result of the concerns identified, we issued the practice with a warning notice relating to a breach of Regulation 12, Safe Care and Treatment, requiring them to achieve compliance with the regulation by 15 June 2022.

The full reports for previous inspections can be found by selecting the 'all reports' link for Wensum Valley Medical Centre West Earlham Health Centre on our website at www.cqc.org.uk

Why we carried out this review

We undertook a focused review on 27 June 2022 to check that the practice had addressed the issues in the warning notice and now met the legal requirements. This report only covers our findings in relation to those requirements and will not change the ratings. At the inspection, we found that the requirements of the warning notice had been met.

How we carried out the review

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 reviews differently.

This review was carried out without the need to make a site visit. This was with consent from the provider and in line with all data protection and information governance requirements.

This included

- Completing remote clinical searches on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records remotely to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.

Our key findings were

The provider had made improvements to mitigate the risks identified in the warning notice. For example:

- We saw that test results had the correct clinical oversight and were being correctly managed, reviewed and actioned.
- We saw that asthma care plans were being completed although we saw quality differences in the record keeping between clinicians.
- We saw that patients who had been prescribed steroids and needed a steroid card had been sent these from the practice in line with recommended guidance.
- We saw that patients with hypothyroidism had been contacted by the practice to attend for monitoring. Patients who did not attend were having their medication limited to encourage attendance.
- We found that all patients prescribed methotrexate had received correct monitoring in line with recommended guidance.
- We saw that the practice had recently implemented a Safety Alerts Policy which set out a clear process for the safe and effective management of safety alerts. We saw that the historical alert regarding elderly patients taking a specific antidepressant medicine had been reviewed and patients appropriately managed.

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

Overall summary

- Continue to monitor and embed the new systems and processes which have been implemented to ensure they continue to be effective and are sustained.

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 and a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Wensum Valley Medical Practice West Earlham Health Centre

Wensum Valley Medical Centre West Earlham Health Centre is situated in a purpose-built health centre, also known as West Earlham Health Centre, in the West Earlham area of Norwich, Norfolk. The practice has two branch sites at Adelaide Street Health Centre and Bates Green Health Centre.

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

Information published by Public Health England shows that deprivation within the practice population group is in the second decile (two of 10) with one being most deprived and 10 being least deprived.

The practice is situated within the Norfolk and Waveney Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 12,650. This is part of a contract held with NHS England. The practice is part of a wider network of GP practices (One Norwich Practices).

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

According to the latest available data, the ethnic make-up of the practice area is 91% White, 4% Asian, 2% mixed, 2% Black, and 1% Other.

The practice has a partnership of two GPs. In addition to the GP partners there are four salaried GPs and two long term locum GPs employed at the practice. The clinical team includes four nurses and there are three Advanced Nurse Practitioners within the nursing team. There are two Practice Managers. The practice is supported by a team of staff who cover reception, administration, secretarial and patient care co-ordination roles.

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 consultations however if the GP needs to see a patient face-to-face then the patient is offered an appointment with a clinician suited to their needs.

The main practice site at West Earlham Health Centre is open between 8.00am and 6pm Monday to Friday. Patients can also be seen at the practice branch sites at Adelaide Street (open on Mondays, Tuesdays, Wednesdays and Fridays) and Bates Green Health Centres (only open on Tuesdays and Thursdays) which are open between 9am and 5pm.

Patients can access appointments on evenings and Saturdays at two local practices through the Primary Care Network. In addition, when the practice is closed patients are directed to the GP out of hours service which is accessed through the NHS 111 service.