

# Woodlands Medical Centre

## Quality Report

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Date of inspection visit: We did not visit as part of  
this inspection  
Date of publication: 25/10/2016

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

Are services safe?

**Good**



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out a desk top review of Woodlands Medical Centre in September 2016. We requested information from the practice to be sent to us so we could undertake a review of evidence. This was following a focussed inspection in May 2016 where we identified concerns with the monitoring of medicines. We issued a requirement notice and rated the practice as requires improvement in the safe domain following that inspection. At this inspection we found:

- The cold chain and cold medicines storage policy had been reviewed and changes made to improve monitoring of fridges.
- We saw that fridges were within ranges nearly all of the time. Where they were out of range the practice had ensured the timeframes were not sufficient to compromise the quality and efficacy of the vaccines.

### 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 good for providing safe services.

In May 2016, The protocol for the cold storage of medicines was amended to include action should medicines fall outside of required ranges. However, we saw one fridge was not monitored appropriately and vaccines had potentially been stored outside the required range but no mitigating action had been taken. This posed a risk to patients who had received vaccinations during this time period.

In September 2016 we requested information regarding fridge temperature monitoring. This showed improvements in the way fridges were monitored and responses from staff when the correct temperature ranges were breached. This ensured that medicines stored in the fridges were not compromised.

**Good**



# Woodlands Medical Centre

## Detailed findings

### Background to Woodlands Medical Centre

The practice was located in a purpose built premises built in 2000. It has a registered population of 10,300 patients. The practice had a higher than the average for the clinical commissioning group (CCG) population of patients over 65 at 20% compared to 16% locally and 17% nationally. There was a lower than average prevalence of patients under 40 registered at the practice including children. The patient located in an area with low deprivation according to national data, but GPs noted patients who could be considered deprived attended the practice. Patients from rural areas are registered at the practice.

There was disabled access and the ability to see patients with limited mobility on the ground floor. Nurses' treatment rooms were located on the ground floor.

Nine GPs work at the practice with two male and seven female GPs. The nursing team consists of four practice nurses, and four health care assistants. A midwife, community nurses and health visitors also work onsite.

The practice has a General Medical Services contract (GMS). These contracts are negotiated directed between the General Medical Council and the provider. This is a training practice and there was a trainee working at the practice at the time of the inspection.

The practice is open between 8am and 1pm and 2pm and 6.30pm, Monday to Friday. Appointments are available during these times. Extended hours surgeries were offered on one different day each week, with

appointments between 6.30pm and 8pm and on alternate Saturday mornings with appointments between 9am and 11.30am. There were arrangements in place for patients to access emergency care from an Out of Hours provider.

Dr BJ Batty & Partners, Woodlands Medical Centre is registered to provide services from the following locations:

Woodlands Road Didcot Oxfordshire OX11 0BB

Blewbury Branch Surgery Didcot OX11 9QQ

We visited Woodlands Medical Practice only as part of this inspection.

The practice has a registered manager in post.

### Why we carried out this inspection

We carried out a focussed inspection of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, Regulated Activities Regulations 2014. This was following an inspection undertaken in May 2016 where we identified breaches of regulations. We also needed to review the rating for the service under the Care Act 2014.

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.

# Detailed findings

## How we carried out this inspection

We requested information from the practice to be sent to our inspector so we could undertake a desktop review (a review of evidence offsite). We also reviewed the action

plan the practice had sent us following their previous inspection and the supporting information they provided to evidence improvements. We carried out an announced visit on 24 May 2016.

Please note that when referring to information throughout this report, this relates to the most recent information available to the CQC at that time.

# Are services safe?

## Our findings

In May 2016 we found that one medicine and vaccine storage fridge was not appropriately monitored. The fridge purchased less than six months prior to the inspection was regularly recorded as being out of range for a period of several weeks prior to the inspection date. The staff checking fridge took no action to mitigate risks. This posed a potential risk to the patients who had received vaccinations during that time period. The vaccines stored in the fridge were also compromised.

### Overview of safety systems and processes

- In September 2016 we were sent evidence which showed that immediately following the inspection, the practice took action to assess and mitigate the risks we identified during the visit. The vaccine manufacturer's were contacted and informed the practice that the medicines were unlikely to be compromised. NHS England were contacted and advised the practice to offer the remaining vaccines stored out of recommended temperature range, to be offered

off-license (this means the medicines cannot be guaranteed under usual license and patients have the option for an alternative vaccine if requested). This included patients who had already been administered the potentially compromised vaccines. We saw evidence this had been completed.

- The practice had installed data loggers to enable detailed analysis of fridge temperatures. This showed staff when the fridge was out of temperature range, whether this was for a period of time that compromised the vaccines. The monitoring data sent to us showed evidence that staff investigated any incidents where vaccines were stored out of range in the fridges. Staff noted that they had no concerns when instances of high temperatures occurred because the time periods were very short and they were aware of the reasons. Audits of vaccine storage had been implemented to ensure cold chain procedures were being followed. The risks related to the poor monitoring of vaccine fridges had been mitigated to ensure patients received effective vaccinations.