

# Water Eaton Health Centre

## Inspection report


Fern Grove  
Bletchley  
Milton Keynes  
Buckinghamshire  
MK2 3HN  
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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

Inadequate 

Are services safe?	Inadequate 
Are services effective?	Inadequate 
Are services caring?	Requires improvement 
Are services responsive?	Inadequate 
Are services well-led?	Inadequate 

# Overall summary

We carried out an announced focused inspection of Water Eaton Health Centre on 5 February 2019. This inspection was undertaken to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulation set out in warning notices we issued to the provider in relation to Regulation 13 Safeguarding service users from abuse and improper treatment and Regulation 17 Good governance.

The practice received an overall rating of inadequate at our inspection on 2 October 2018 and this will remain unchanged until we undertake a further full comprehensive inspection within six months of the publication date of the initial report.

The full comprehensive report from the October 2018 inspection can be found by selecting the 'all reports' link for Water Eaton Health Centre on our website at .

Our key findings were as follows:

- The practice had complied with the warning notices we issued and had taken the action needed to comply with the legal requirements.

- Systems in place to safeguard children and vulnerable adults had been improved.
- Evidence of pre-employment checks was now available and all staff had received a disclosure and barring (DBS) check.
- Measures had been put in place to ensure staff competencies prior to employment.
- Training records for staff were well maintained and all mandatory training had been completed.
- Records of significant events and complaints were well maintained and handled according to practice policy. Areas of learning and improvement were shared and actions taken where needed.
- Processes had been implemented to ensure the management of safety alerts received.
- Governance arrangements in the practice had been strengthened. Meetings were formalised and policies and procedures had been updated and reviewed.

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

**Professor Steve Field** CBE FRCP FFPH FRCGP Chief Inspector of General Practice

## Population group ratings

## Our inspection team

Our inspection team was led by a CQC inspector who was supported by a practice manager specialist adviser.

## Background to Water Eaton Health Centre

Water Eaton Health Centre provides a range of primary medical services including minor surgical procedures, to the residents of Bletchley from its location at Fern Grove, Bletchley, MK2 3HN. It is part of the NHS Milton Keynes Clinical Commissioning Group (CCG). The practice population is pre-dominantly white British with a higher than average population of patients in the below 39 year age range.

National data indicates the area is one of high deprivation. The practice has approximately 6,300 patients with services provided under a nationally agreed General Medical Services (GMS) contract (which is a nationally agreed contract between general practices and NHS England for delivering general medical services to local communities).

There is one male Lead GP who is registered with the CQC as the sole provider of services. The practice utilises locum doctors regularly to provide additional clinical support and to ensure regular patient access to a female GP. The nursing team consists of one minor illness trained nurse practitioner, two practice nurses and a

phlebotomist who are all female. The practice also employs a female pharmacist. There is a team of administrative and reception staff all led by the practice manager. Members of the community midwife and health visiting team operate regular clinics from the practice location. Trust community staff (District nurses) are also based at the premises.

The practice operates from a single storey purpose built property shared with a dental surgery. There is a car park outside the surgery, with disabled parking available. The practice is open from 8am to 6.30pm Mondays to Fridays and offers extended opening hours from 7am to 8am on Mondays, Wednesdays and Thursdays.

When the practice is closed out of hours services are provided by Milton Keynes Urgent Care Services and can be contacted via the NHS 111 service.

The practice provides family planning, surgical procedures, maternity and midwifery services, treatment of disease, disorder or injury and diagnostic and screening procedures as their regulated activities.