

The Wilson Practice

Quality Report

The Wilson Practice
Alton Health Centre
Anstey Road
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Date of inspection visit: 15 July 2016
Date of publication: 13/09/2016

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

Overall rating for this service

Good



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 based focused inspection of The Wilson Practice on 15 July 2016. This inspection was undertaken to check the practice was meeting regulations. At our previous inspection on 5 February 2015, we found breaches of regulations relating to the safe delivery of services. At that time the practice was rated good for providing effective, caring, responsive and well-led services and requires improvement for safe. The practice was rated as good overall.

Following our review on 15 July 2016, we found the practice had made improvements since our last inspection on 5 February 2015 and we found the practice was meeting the regulations that had previously been breached.

Key findings:

- The practice had reviewed and made changes to infection control processes and ensured all staff had received appropriate training.
- The practice also reviewed arrangements for chaperoning and ensured all staff that carried out this role were competent. Signage on chaperoning was improved to ensure patients were aware that they could request a chaperone. The practice also reviewed the chaperone protocol which detailed how use of chaperones would be recorded.

We have amended the rating for safe to reflect these changes. The practice is now rated good for the provision of safe, effective, caring, responsive and well led services. The practice remains rated as good overall.

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.

- The practice had put into place appropriate training for infection control and chaperoning, which included ongoing refresher training on these areas for staff.
- Signage on chaperoning was improved to ensure patients were aware that they could request a chaperone. The protocol also detailed how use of chaperones would be recorded.

Good



The Wilson Practice

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team consisted of a CQC Lead Inspector.

Background to The Wilson Practice

The Wilson Practice is situated in Alton Health Centre, Anstey Road, Alton, Hampshire, GU34 2QX. There are approximately 14,000 patients registered with the practice. The catchment area covers Alton and the surrounding villages. The practice has a spread across all age groups with slightly higher numbers of patients who are in the 65 to 69 years age group. The practice area is one of the least deprived areas of England.

The practice holds a general medical services contract and has six female GPs and four male GPs. Six of the GPs are partners and there is one fixed share partner, two salaried GPs and a registrar who is a doctor who is training to be a

GP. The GP team is supported by a business director, a practice manager, nine receptionists, three secretaries, five administration staff, six nurses and three healthcare assistants and a person responsible for minor building repairs and general duties.

The practice has opted out of providing out of hours services to their own patients; these are provided by Hampshire Doctors on Call, via 111.

We carried out a desk based focussed inspection. We did not visit the practice as the practice were able to submit evidence they were meeting the regulations.

Why we carried out this inspection

We carried out a focused inspection of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

Are services safe?

Our findings

At our inspection in February 2015, we found there were shortfalls in training provided on infection control and chaperoning. Training records provided by the practice prior to the inspection in February 2015 showed that seven of the nine nursing and healthcare staff had completed training on infection control procedures in 2014.

At our inspection in February 2015, we found a chaperone policy was in place and there was information in the waiting room about this and on notices displayed in consulting rooms. (A chaperone is a person who acts as a safeguard and witness for a patient and health care professional during a medical examination or procedure.) Chaperones were clinical staff such as nurses or health care assistants. These members of staff had a criminal records check carried out via the Disclosure and Barring Service (DBS). Some receptionists carried out chaperone duties and had received training to do this. Staff reported that although they had received training this did not include

what they should expect from an examination and a member of staff said they had been told to sit at the GPs desk, rather than be at the patient's side. These members of staff had not had a DBS check, but there was a risk assessment in place detailing what they were able to do when chaperoning patients.

We received an action plan from the provider informing us of the actions they had taken to meet regulations.

We requested documentation from the practice in July 2015 to demonstrate that they had met the requirements made. Records showed that all staff including GPs had received training on infection control within the past six months. Information was also provided on ongoing monitoring of infection control processes in the form of specialist meetings and audits of practice.

We found that all reception staff had received appropriate chaperone training which included where to stand during the procedure. A list had been produced which identified which staff had received this training.