

## Monitoring Summary Record

**Wellington Road Family Practice**

**1-550748290**

### **Location / Core Service address**

Wellington Road Family Practice  
Wellington Road  
Yate  
Bristol  
BS37 5UY

CQC continues to develop its approach to monitoring with a focus on safety, access and leadership.

We have reviewed the information and data made available to us about your service on 02/03/2022.

We consider that no further regulatory activity is indicated at this time. We reserve the right to keep this under review and it may be subject to change. Please note this is not an assessment for the purposes of section 46 of the Health and Social Care Act 2008.

This monitoring activity is part of our Monitoring Approach 21/22 and is not an inspection. Monitoring summary records are not inspection reports and are not published on our website. They are an account of our monitoring activity. We do not expect them to be shared publicly to give assurance on the quality of care you deliver.

This summary record outlines what we found as a result of our monitoring activity:

Below is a summary of the conversation during a monitoring call on 2 March 2022 with the Registered Manager, Dr Brynn Bird and the Practice Manager, Helen Tillman.

You told us that safe and effective systems and processes were in place to keep patients free from harm. These included: methods for the safe management and prescribing of medicines and providing staff with the training they need to keep patients safe.

You told us there are integrated person-centred pathways of care that involve other

service providers. However, you expressed a desire to increase links with third sector providers.

You told us you supported patients to live healthier lifestyles. They could liaise with a social prescriber and care coordinator who could refer them to local community services suited to their needs.

You told us the practice advertised ways patients could complain or give feedback in the practice and your website. You told us you monitored the reviews on NHS choices and discussed the finding during practice meetings.

You told us that your staff were expected to complete annual mandatory training, and compliance was monitored through your training platform. You also told us that staff were encouraged to do additional training relevant to their role.

You told us your clinic did not have a backlog of long-term condition reviews because you continued with the program throughout the pandemic and used a risk stratification system to ensure patients with more significant or more urgent needs were reviewed first.

You explained that the results for cervical cancer screening were slightly below target because the practice had one nurse. You said you expected this to improve because two trained nurses can currently carry out the procedure. You explained that the practice has set up a new process to encourage parents to immunise their children.

You told us arrangements were in place to promote a culture of high-quality care and treatment, and these included promoting a work environment where staff could raise issues and have their voices heard. You said you had systems and processes in place to recognise and respond to risk and that you carried out regular audits to make sure you and your team were working safely and effectively.

You described how patients could access care and treatment at the practice promptly.