

# Wayfield Surgery

## Quality Report

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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 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 an announced comprehensive inspection at Wayfield Surgery on 15 December 2015. Breaches of the legal requirements were found, in that:

The practice did not have a defibrillator in order to respond to cardiac emergencies. The practice also did not have a risk assessment to show why a defibrillator was deemed not necessary.

As a result, care and treatment was not always provided in a safe and well-led way for patients. Therefore, Requirement Notices were served in relation to the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 12 - Safe care and treatment.

Following the comprehensive inspection, the practice wrote to us to tell us what they would do to meet the legal requirements in relation to the breaches and how they would comply with the legal requirements, as set out in the Requirement Notices.

We undertook this desk based inspection on 2 August 2016, to check that the practice had followed their plan and to confirm that they now met the legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Wayfield Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

**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?**

At our previous comprehensive inspection on 15 December 2015 the practice had been rated as requires improvement for providing safe services, as there were areas where it should make improvements. For example, the practice did not have a defibrillator in order to respond to cardiac emergencies. The practice also did not have a risk assessment to show why a defibrillator was deemed not necessary.

As part of our desk based inspection on 2 August 2016, the practice provided evidence, records, and documentary information to demonstrate that the requirements had been met.

The practice had undertaken a risk assessment to show why a defibrillator was deemed not necessary.

Good



# Wayfield Surgery

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

The desk based inspection was completed by a CQC Lead Inspector.

## Background to Wayfield Surgery

Wayfield Surgery is a GP based practice in Walderslade, Chatham. There are approximately 1,650 patients registered on the practice list.

Services are provided at Wayfield Surgery by Sydenham House Medical Group who also provide primary medical services from other locations in the South East of England. The group took over the practice from the previous registered provider in June 2015. The previous provider had not been inspected by the CQC.

The practice staff consists of one GP (male), two practice nurses (female) and a health care assistant (female). The GP and nurses are supported by a practice supervisor, a team of reception and administration staff and staff from Sydenham House Medical Group's central operations team.

The practice is all sited on one level. There is a reception and a waiting area and all patient areas are accessible to patients with mobility issues, as well as parents with children and babies.

The practice is open 8am to 1.30pm Monday to Friday. Sydenham House Medical Group does not offer afternoon appointments at this site, but redirects patients to one of its other nearby practices: Tunbury Avenue Surgery, Chatham and Luton Medical Centre, Chatham.

Patients requiring a GP outside of normal working hours are advised to contact the GP Out of Hours service provided by Medway On Call Care (referred to as MedOCC).

The practice has a General Medical Service Contract (a contract between NHS England and general practices for delivering general medical services).

Services are delivered from:

- Wayfield Surgery, 183B Wayfield Road, Chatham, Kent, ME5 0HD.

## Why we carried out this inspection

We undertook a desk based inspection of Wayfield Surgery on 2 August 2016. This inspection was carried out to check that improvements had been made to meet the legal requirements planned by the practice, following our comprehensive inspection 15 December 2015.

We inspected this practice against one of the five questions we ask about services; is the service safe. This is because the service was not meeting some of the legal requirements in relation to these questions.

## How we carried out this inspection

Before carrying out the desk based inspection, we reviewed information sent to us by the practice that told us how the breaches identified during the comprehensive inspection had been addressed. For example, photographic and documentary evidence.

# Are services safe?

## Our findings

### **Arrangements to deal with emergencies and major incidents**

The practice was able to demonstrate that they were doing all that was reasonably practicable to mitigate risks.

The practice had undertaken a risk assessment to show why a defibrillator was deemed not necessary. The practice only had one or two clinics running at any given time. The

need for a defibrillator was minimal at Wayfield and the other nearby two practices, therefore, it would not be viable to provide a defibrillator for each site. Also, all clinical and relevant administration staff had Basic Life Support Training (including Automated External Defibrillator and cardiopulmonary resuscitation). Emergency drugs and oxygen were on site and a member of staff would call 999 for assistance. The risk assessment was carried out on an annual basis to assess any changes in the above and was reviewed by the lead clinician.