

Wyke Regis and Lanehouse Medical Practice





Inspection report

Portland Road
Wyke Regis
Weymouth
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www.wykeregishealthcentre.co.uk

Date of inspection visit: 12 August 2022
Date of publication: N/A (DRAFT)

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	Requires Improvement	
Are services safe?	Requires Improvement	
Are services effective?	Requires Improvement	
Are services well-led?	Good	

Overall summary

We carried out an announced inspection at Wyke Regis and Lane House Medical Practice on 12 August 2022. Overall, the practice is rated as Requires Improvement

We have rated for each key question

Safe – Requires Improvement

Effective – Requires Improvement

Well-led - Good

Following our previous inspection on 30 January 2018, the practice was rated Good overall and for all key questions:

The full reports for previous inspections can be found by selecting the 'all reports' link for Wyke Regis and Lane House Medical Practice on our website at www.cqc.org.uk

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit
- A Staff Questionnaire

Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We have rated this practice as Requires Improvement overall

We found that:

Overall summary

- Patients mostly received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. This included contacting patients to explain about changes in service delivery and surveying patient satisfaction.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.
- The practice were aware of challenges faced and had plans in place to address these moving forward including additional recruitment to roles.

However,

- The arrangements for managing medicines did not always keep patients safe.
- Clinical audit activity was limited and did not demonstrate improvement to quality and safety.
- Not all staff were up to date with essential training.

We found one breach of regulations. The provider **must:**

- Ensure care and treatment is provided in a safe way to patients

The areas where the provider **should** make improvements are:

- Review and monitor cervical screening uptake rates and continue to encourage eligible women to attend for screening.
- Continue to recruit to vacant roles and increase staff training uptake.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Wyke Regis and Lanehouse Medical Practice

Wyke Regis and Lane House Medical Practice is located in Weymouth at:

Wyke Regis Health Centre,

Portland Road,

Wyke Regis,

Weymouth,

Dorset,

DT4 9BE

The practice has two branch surgeries at:

Lanehouse Surgery,

Ludlow Road,

Weymouth,

Dorset,

DT4 0HB

And

Chickerell Surgery,

36 Lower Way,

Weymouth,

Dorset,

DT3 4AR

We only visited Wyke Regis Health Centre at this inspection.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, family planning,

disorder or injury and surgical procedures. These are delivered from all three sites.

The practice offers services from a main practice and two branch surgeries. Patients can access services at either surgery.

The practice is situated within the Dorset Clinical Commissioning Group (CCG) and delivers Personal Medical Services (**PMS**) to a patient population of about 15,100 patients This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices. Wyke Regis and Lanehouse Medical Practice is a member of the Two Harbours Healthcare Ltd (Primary Care Network). Within this network the practice is able to deliver additional services to their patients such as leg clubs, a home visiting service and a frailty service for their patients residing in care homes.

Information published by Public Health England shows that deprivation within the practice population group is in the sixth decile (6 of 10). The lower the decile, the more deprived the practice population is relative to others.

There is a team of six GPs who provide cover at the three practices. The practice has a team of four advanced nurse practitioners, three nurses, one paramedic practitioner, one mental health nurse prescriber and four healthcare assistants. The GPs are supported at the practice by a team of reception/administration staff. The practice manager and surgery manager are based at the main location to provide managerial oversight.

The main practice and Lane House Surgery is open between 8.30am to 6.30pm Monday to Friday with extended hours from 7.30am to 8.30am on Tuesday and Thursday mornings available at the Wyke Regis Health Centre for nurse led clinics. Nursing appointments are also available on the second and fourth Saturday of each month. The practice offers a range of appointment types including book on the day and telephone consultations.

Out of hours services are accessed through telephoning NHS 111.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	<p data-bbox="815 667 1497 734">Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p data-bbox="815 763 1497 864">The registered persons had not done all that was reasonably practicable to safely manage medication and the health and safety of service users. In particular:</p> <ul data-bbox="815 909 1497 1160" style="list-style-type: none"><li data-bbox="815 909 1497 1010">• The registered person did not ensure medication reviews were completed and reviewed regularly in line with national prescribing guidelines.<li data-bbox="815 1055 1497 1160">• The provider did not ensure compliance with relevant Patient Safety Alerts issued from the Medicines and Healthcare products Regulatory Agency (MHRA). <p data-bbox="815 1205 1497 1301">This was in breach of Regulation 12(2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>