

Defence Medical Services

Valley Station Medical Centre

Quality Report

Holyhead
Anglesey
LL65 3NY

Date of inspection visit 16/07/2019
Date of publication: 05/08/2019

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, and information given to us from the provider and patients.

Ratings

Overall rating for this service

Good 

Are services safe?

Good 

Are services well-led?

Good 

Summary of findings

Overall summary

Letter from the Chief Inspector of Primary Medical Services and Integrated Care **This practice is rated as Good overall**

The key questions are rated as:

Are services safe? – Good

Are the service well led? - Good

We previously carried out an announced comprehensive inspection of Valley Station Medical Centre (referred to as the 'practice' from herein) on 30 January 2018. The practice was rated as good overall, with a rating of requires improvement for the key question of safe. The well led domain whilst was rated as good at the last inspection had some improvement required in the respect of leadership. Therefore, this was also followed up at this inspection.

A copy of the report from that comprehensive inspection can be found at:

<http://www.cqc.org.uk/what-we-do/services-we-regulate/defence-medical-services#army>

We carried out this follow up inspection on 16 July 2019. This report covers our findings in relation to the recommendations made and any additional improvements made since our last inspection.

Defence Medical Services (DMS) are not registered with the CQC under the Health and Social Care Act (2008) (Regulated Activities) Regulations 2014 and are not required to be. Consequently, DMS services are not subject to inspection by the CQC and the CQC has no powers of enforcement. This inspection is one of a programme of inspections that the CQC will complete at the invitation of the Surgeon General in his role as the Defence Authority for healthcare and medical operational capability.

At this inspection we found:

There were systems in place to assess and monitor key risks including:

- The safe management of patient safety alerts.
- The practice had been newly built and was fit for purpose.
- The practice was well managed. All leaders understood and contributed equally to the clinical leadership throughout the practice.

Dr Rosie Benneyworth BM BS BMedSci MRCP
Chief Inspector of Primary Medical Services and Integrated Care

Valley Station Medical Centre

Detailed findings

Our inspection team

Our follow up inspection was undertaken by a CQC inspector.

Background to Valley Station Medical Centre

Valley Station Medical Centre currently has a population at risk (PAR) of 600 and provides primary and occupational healthcare to all service personnel and their entitled dependants posted to the station. Additionally, they provide emergency medical cover for all air operations at RAF Valley and a nearby airfield (RLG Mona).

In addition to routine GP services, the treatment facility offers physiotherapy and rehabilitation services. Family planning advice is available, with referral onwards to NHS community services. Maternity and midwifery services are provided by NHS practices and community teams. Mental Health referrals are made for service personnel to Donnington situated 126 miles away.

The facility was open from Monday to Friday each week, between 0800 and 1830 hours. The centre was closed on the last Thursday of each month for routine appointments, emergency cover was provided by duty staff at the practice on these days. Outside of these hours patients were diverted to out of hours services provided by the local NHS, North Wales Out of Hours Service.

The staff team comprised a mix of full and part time civilian and military staff and included:

Position	Numbers
Senior Medical Officer (SMO)	one (military)
Medical Officers (MO)	two (one military, one civilian)
Locum GPs	nil
Practice nurses	two (one military, one civilian)
Practice Manager	one military
Administrative staff	one civilian (one post vacant)
Medics	seven military

Primary Care Rehabilitation Facility (PCRF)	three (two military and one civilian)
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Why we carried out this inspection

The Care Quality Commission (CQC) carried out this inspection as one of a programme of inspections at the invitation of the Surgeon General in his role as the Defence Authority for healthcare and medical operational capability. Defence Medical Services (DMS) are not required to register with CQC under the Health and Social Care Act (2008) (Regulated Activities) Regulations 2014. Consequently, DMS services are not subject to inspection by CQC and CQC has no powers of enforcement. However, where CQC finds shortfalls in the quality of services during inspection, we will report them by making a recommendation for action to the Surgeon General's office.

How we carried out this inspection

We visited the practice on 16 July 2019 to follow up our findings of the inspection of January 2018. As this was a follow-up inspection, we focused on two key questions where improvements were required. We did not speak to patients as part of this review or use CQC comment cards to gather patient views of the service.

Good



Are services safe?

Our findings

Following our previous inspection, we rated the practice as requires improvement for providing safe services. We found gaps in the system to keep patients safe, including the management of medicines alerts. In addition, there were serious concerns about the building itself as it was in a state of poor repair and posed an infection control risk.

When we carried out this follow up inspection we found that the above recommendations had been acted on. Following our review of the evidence provided, the practice is now rated as good for providing safe services.

Monitoring risks to patients

There were procedures for assessing, monitoring and managing risks to patient and staff safety.

- Staff logged onto the Medicines and Healthcare Products Regulatory Agency (MHRA) website twice daily to check for any new safety notices. All notices and alerts were logged on

a spreadsheet and included what actions had been taken and by whom. Only those alerts considered to be relevant were sent to the clinical staff. There was a designated lead and deputy responsible for this role.

- CQC inspections of the facility in 2012 and 2018 highlighted significant issues with the facility. These related to access, privacy and dignity, space, state of repair and toilet facilities.
- When we inspected in July 2019 we saw that a new healthcare facility had been built. The practice was large, bright and airy with plenty of space, including five GP consulting rooms, two nurse treatment rooms with a separate emergency room, two physiotherapy rooms, a room for the Exercise Rehabilitation Instructor (ERI) and a gymnasium dedicated for patients to undergo exercise rehabilitation. There were fully accessible showers and toilet as well as baby changing facilities. When the practice first opened they put on a coffee morning for patients to take the opportunity to have a tour of the new facility. Patient feedback was highly positive.

Are services well led?

Good



Our findings

Following our previous inspection, we rated the practice as good for providing well led services overall. However, some improvement was required with regard to leadership. At this inspection we found that the leadership was good and the practice was well led at every level.

- Despite being a very small practice we saw a practice that was well led. The leaders not only demonstrated managerial experience, capacity and capability but it was also clear they had vision and a passion for providing the best possible service for their patients. They clearly understood the practice priorities and demonstrated they had tenacity to drive service change for the benefit of patients.
- There was a comprehensive meetings programme in place. The practice also facilitated regular Problem Based Small Learning Group (PBSLG) meetings with the clinical team from nearby Dale Barracks in Chester. They also had bi-monthly management meetings with the management team at Dale Barracks where significant events, complaints, compliments etc were shared and discussed.
- The practice regularly hosted general duties medical officers (GDMOs) and had recently been awarded General Practice Education Committee (GPEC) accreditation with the first GP registrar arriving in August 2019.