

Shrivenham Medical Centre

Quality report

Defence Academy of the UK
Shrivenham
Swindon
SN6 8LA

Date of inspection:
28 August 2019

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26 September 2019

This report describes our judgement of the quality of care at this service. It is based on a combination of what we found as part of the inspection and information given to us by the practice.

Ratings

Overall rating for this service

Good 

Are services safe?

Requires improvement 

Chief Inspector's Summary

We carried out an announced comprehensive inspection of Shrivenham Medical Centre on 19 October 2017. The practice was rated as requires improvement overall, with a rating of requires improvement for the safe and responsive domains. The caring and well-led domains were rated as good.

An announced follow up desk-top inspection was undertaken on 9 August 2018. That inspection resulted in a rating of good for the responsive domain. The recommendation made regarding the environment had been partially met therefore the safe domain continued to be rated as requires improvement.

A further announced follow up desk-top inspection was undertaken on 28 August 2019. This report covers our findings in relation to the outstanding recommendation and any additional improvements made since our last inspection.

As a result of this inspection the practice is rated as good overall

The key questions are rated as:

Are services safe? – Requires improvement

A copy of the reports from the previous inspections can be found at:

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

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 follow-up 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:

- The practice had taken as much action as it could to ensure the premises and facilities were suitable to provide safe treatment and care.
- Project Nightingale, the refurbishment of an existing building on site to relocate the medical and dental centre, had been reinstated and was well underway. The practice manager confirmed funding had been allocated and released.

The Chief Inspector recommends:

- That senior management continue to progress the plans for the practice to be located in a building that is suitable and has adequate facilities for the delivery of safe patient treatment and care.

Dr Rosie Benneworth BM BS BMedSci MRCGP
Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

The inspection was undertaken by a CQC inspector.

Background to Shrivenham Medical Centre

Shrivenham Medical Centre is located near to Swindon in the Defence Academy of the UK. It provides primary and occupational health care to tri service military personnel registered or at the practice. It also provides a primary medical service to entitled military personnel based at or on training courses at the Defence Academy, including entitled personnel from overseas. Dependents of military personnel are not treated at the practice. The patient list varies over a 12-month period as a number of training courses take place throughout the academic year. At the time of the inspection the registered patient list was 872.

The medical centre operates from a single storey building and is co-located with the Defence Academy Dental Centre. In addition to routine and emergency GP services, the medical centre offers: physiotherapy by referral; well woman and well man clinic; medicals, including aircrew medicals; vaccination and travel advice; family planning and smoking cessation. Maternity and midwifery services are provided by NHS practices and community teams.

At the time of our inspection a full civilian staff team was in post comprising a senior medical officer (SMO), civilian GP, two practice nurses and physiotherapist. The medical centre was led by a practice manager supported by three administrative staff.

The centre was open from 08:00 to 16:30 Monday, Tuesday, Wednesday and Friday. It opened on Thursday from 08:00 to 13:00 (until 16:30 for emergencies only). Emergency access was available for service personnel from 08:00 to 08:30 each morning. The practice operated an appointment only system with emergency appointments available each day. Arrangements for access to medical care outside of opening hours were displayed at the practice and on the Defence Academy Intranet System (DAIS) webpage. Access to a GP between 16:30 and 18:30 hours was provided by Tidworth Medical Centre approximately a 30-minute drive from the Defence Academy. A duty doctor was available by telephone until 18:30 hours, after which time patients could contact NHS 111.

Are services safe?

Requires improvement

We rated the practice as requires improvement for providing safe services.

Following our initial inspection, we rated the practice as requires improvement for providing safe services. The rating was in relation to the risks associated with the building and facilities including, damp, insufficient space, ergonomics, lack of sound proofing and a history of vermin infestations. In addition, facilities for minor surgery were not in accordance with infection prevention and control (IPC) best practice guidance.

From the follow up inspection in August 2018, we found the recommendation in relation to the environment had been partially met. For example, the potential for infestations of vermin was being effectively controlled and remedial improvements had been made to the building. Minor surgery had stopped as an IPC audit identified the premises did not comply with this activity.

As the building had been identified as not fit for purpose to provide safe medical care, plans were commissioned in 2017 to refurbish a building on the Defence Academy site to transfer the medical and dental facilities to. Due to many competing priorities for funding, the project had not

progressed beyond the build design stage. The Defence Academy, Surgeon General (SG), Defence Primary Health Care and Joint Forces Command representatives were exploring options for funding sources. Consequently, the practice continued to be rated as requires improvement for providing safe services.

Risks to patients

The practice manager initially requested remedial work to be completed on the existing building at a cost of £14,000. The majority of the work was considered not cost effective because risks to patients were assessed as low and minor surgery, the highest risk activity, had ceased. Due to the risks associated with the use of Display Screen Equipment (DSE), it was agreed the front desk would be restructured. The practice manager confirmed this work had been scheduled for completion by 12 September 2019. The outstanding risks with the building remained on the risk and issues register.

Decision making regarding further remedial work was influenced by Project Nightingale, the refurbishment of an existing building on site to relocate the medical and dental centre. This project was in progress and the practice manager advised that funding had been allocated and released. This was confirmed through email evidence and provision of the management action plan (MAP) for the practice. It is estimated that Project Nightingale will be completed by January 2021. At the time of this inspection work had started on preparing the new premises for the building work.