

Inspection Summary Report

The Laurels Surgery

Betsi Cadwaladr University Health Board

Inspection date: 26 January 2023

Publication date: 28 April 2023



This summary document provides an overview of the outcome of the inspection



We found evidence that The Laurels Surgery provided safe and effective care.

The Laurels Surgery has been managed by Betsi Cadwaladr University Health Board since June 2020. The day to day management of the practice is the responsibility of the practice manager, who was extremely committed and dedicated to the role.

We found that the support the practice has received from the health board since it took over management responsibility has enabled the practice to remain resilient and functioning.

The whole practice environment was clean and tidy.

We found a patient-centred staff team who were very committed to providing the best services they could.

Note the inspection findings relate to the point in time that the inspection was undertaken.



What we did

Full details on how we inspect the NHS and regulate independent healthcare providers in Wales can be found on our [website](#).

Healthcare Inspectorate Wales (HIW) completed an announced inspection at The Laurels Surgery on 26 January 2023.

Our team for the inspection comprised of a HIW Healthcare Inspector, a general practitioner, a registered nurse and a practice manager peer reviewer. The inspection was led by a HIW Healthcare Inspector.

The Laurels Surgery currently provides services to approximately 6,364 patients in the Flintshire area. The practice forms part of General Practice (GP) services provided within the area served by Betsi Cadwaladr University Health Board. The practice has been managed by the Health Board since June 2020.

A full report, which is designed for the setting, and describes all findings relating to the provision of high quality, safe and reliable care that is centred on individual patients can be found on our [website](#).



Quality of Patient Experience



Overall Summary

- We found that The Laurels Surgery was aiming to provide a high quality experience to their patients.
- We observed staff greeting patients in a polite and friendly manner both in person and on the telephone.
- We found there were systems and processes in place to ensure patients were being treated with dignity and professionalism.
- We found relevant and up to date information displayed in the reception and waiting area, in both English and Welsh.

Where the service could improve

- The health board must review the number of locum GP sessions arranged each day to ensure it is providing adequate number of appointments to patients on a daily basis.

What we found this service did well

- The practice had arrangements in place to protect patients' privacy, including dedicated areas for patients to have private conversations with staff
- There was good disabled access to the building. Wheelchair users could access all consulting rooms, the reception, waiting area and toilet facilities
- Ample car parking spaces are provided, with dedicated disabled parking bays.

Patients told us:

Patients provided us with the following comments:

“Online booking would help massively.”

“Have ability to get an appointment online. Queuing in the cold for an appointment in 2023 is just ridiculous.”

“We need more doctors; it can take up to 4 weeks to get an appointment unless I take time off work to sit for over half hour to get one and then a lot of the time you still can't get to see a doctor.”

“More flexible appointments - calling at 8:30 or queuing from 8am with hopes of an appointment is poor.”

“More appointments need to be available daily. Better access to out of hours - how it used to be before 111.”

Patients were asked how the practice could improve the service it provides. Some of the comments provided included:

“Provide enough doctors to cope with the number of patients needing appointments.”

“More flexible appointments - calling at 8:30 or queuing from 8am with hopes of an appointment is poor.”

“Provide enough doctors to cope with the number of patients needing appointments.”

Delivery of Safe and Effective Care



Overall Summary

- We found a staff team who were very patient centred and committed to delivering a high quality service.
- Bilingual information was available to patients to help them take responsibility for their own health and wellbeing.
- The sample of patient records we reviewed were of good standard.
- There was a safeguarding of children and vulnerable adults' policy in place and staff had completed training in this subject.

Where the service could improve

- The health board must implement a system to enable the practice to monitor patient referrals
- The health board must ensure that prescribed medication is always linked to a medical condition within patients' notes
- The health board must ensure that blood tests requested by the clinicians are clearly documented within patients' notes
- The health board must ensure that the offer of a chaperone is recorded in patients' notes where this is clinically appropriate.

What we found this service did well

- The practice had been designed and finished to a high standard
- Consultation rooms were clean, well equipped and fit for purpose, with well-maintained equipment
- Good record keeping
- Recording of patients' preferred language choice within clinical records
- Good quality audits had been completed.

Patients told us:

Patients provided us with the following comments:

“Nurses excellent especially the prescribing ones. Much easier to see than a doctor.”

Quality of Management and Leadership



Overall Summary

- The Laurels Surgery is managed by Betsi Cadwaladr University Health Board since June 2020. We found that the support received from the health board, since it took over management responsibility, has enabled the practice to remain resilient and functioning.
- The practice was well managed by a committed and dedicated practice manager who was open and approachable, which enabled staff to be confident to raise issues.
- We found a very patient-centred staff team who were competent in carrying out their duties and responsibilities. The staff team was well supported by the health board.
- We observed staff supporting each other and working very well together as a team.

Where the service could improve

- The health board must continue with efforts to recruit permanent clinicians to reduce the reliance on locums and to ensure the continuity of care to patients.

What we found this service did well

- We witnessed all staff, clinical and non clinical, working very well together as part of a team
- Good staff induction process in place
- Practice managed by a committed and dedicated practice manager.

Next steps

Where we have identified improvements and immediate concerns during our inspection which require the service to take action, these are detailed in the appendices of the full inspection report.

When we identify concerns that pose an immediate risk to patient safety we ask the health board to undertake urgent action. These concerns are outlined in the appendices and outline the action taken by the health board to protect patient safety and approved by us. We also provide a detailed table of improvements identified during the inspection where we require the service to tell us about the actions they are taking to address these areas and improve the quality and safety of healthcare services. In addition we outline concerns raised and acknowledge those resolved during the inspection.

At the appropriate time HIW asks the health board to confirm action has been taken in line with management responses documented in the improvement plan. We also ask health board to provide documented evidence of action taken and/or progress made.

