

Inspection Summary Report

Narberth Surgery, Hywel Dda University Health Board

Inspection date: 14 March 2023

Publication date: 14 June 2023



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



We found that Narberth Surgery aimed to provide a kind, caring and professional service to patients.

The practice has developed good relationships with patients, allied health services and other community services.

We observed staff greeting patients in a polite, kind and friendly manner both in person and on the telephone. We saw patient-centred care being delivered.

We found there were systems and processes in place to ensure patients were being treated with dignity and professionalism.

We found effective governance, leadership and accountability processes in place to ensure the sustainable delivery of safe and effective care.

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 of Narberth Surgery, Hywel Dda University Health Board on 14 March 2023.

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

This summary version of the report is designed for members of the public.

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 Narberth Surgery was aiming to provide a high quality experience to their patient population.

We observed staff greeting patients in a polite, kind and friendly manner both in person and on the telephone.

The practice has developed good relationships with patients, allied health services and other community services. It benefits from being located alongside other allied health services.

We found there were systems and processes in place to ensure patients were being treated with dignity and professionalism.

The practice was clean, bright and airy. It was fully accessible for those with mobility issues.

Where the service could improve

- Improve training compliance amongst staff in relation to equality and diversity
- Add “you said, we did” information to the patient area.

What we found this service did well

- Comprehensive, engaging and bilingual (English and Welsh) health information available in a range of formats
- Multidisciplinary team working and engagement with wider community
- Care navigation trained reception staff
- Wide range of different types of appointments

Patients told us:

Patients provided us with the following comments:

“I am a newly registered patient having recently moved to Pembrokeshire. I have found the nursing, medical and reception staff absolutely excellent: calm, professional, competent and highly responsive. I have confidence in quality of service provided and am grateful for the excellent service received.”

“Excellent care, good team.”

Delivery of Safe and Effective Care



Overall Summary

We found that the practice team actively promoted and protected people's health safety and welfare. The practice was well maintained and well equipped to provide the safe and effective services and treatments. All patient facing areas were clean and tidy.

There were appropriate measures in place to ensure that risks to staff and patients at the practice were minimised.

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

- Ensure clinical waste bins are securely stored to minimise any risks to the public
- Ensure that risks identified in relation to damaged wall are addressed in a timely manner.

What we found this service did well

- Comprehensive audit programme that covered a range of areas including health and safety and Infection Prevention and Control (IPC)
- The sample of patient records we reviewed were of a good standard

Quality of Management and Leadership



Overall Summary

A management structure was in place with clear lines of reporting and accountability. We observed a staff group that worked well together and were committed to providing a high standard of care for their patients.

Staff had access to appropriate training opportunities to fulfil their professional obligations.

We saw evidence of regular staff meetings taking place and detailed minutes being recorded and shared.

What we found this service did well

- Networking and sharing best practice within the primary care cluster
- Team meetings that were focussed around improvements
- Opportunities for team members to specialise as part of their development
- Recruitment, onboarding, induction and retention of staff.

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 GP practice to undertake urgent action. We did not identify concerns that posed a risk to patient safety.

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

