

Inspection Summary Report

North Wales Eye Correction Centre, Bangor

Inspection date: 11 July 2023

Publication date: 11 October 2023



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

Digital ISBN 978-1-83504-761-3
© Crown copyright 2023



North Wales Eye Correction Centre had arrangements in place to promote the safety and wellbeing of patients attending the clinic.

The staff team were committed to providing patients with safe and effective care and the clinic was clean and tidy and free from obvious risks to the health and safety of patients and staff.

There were robust processes in place to ensure that all items of equipment used to examine and treat patients were in a good state of repair and that staff were appropriately trained in the safe use of the equipment.

There was good management and leadership at the clinic with good staff support and training arrangements in place.

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 North Wales Eye Correction Centre, Bangor on 11 July 2023.

Our team for the inspection comprised of one HIW Healthcare Inspector and one Clinical Peer Reviewer.

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 the North Wales Eye Correction Centre had arrangements in place to promote the safety and wellbeing of patients attending the clinic.

Patients provided positive feedback about their experiences of using services provided at the clinic.

We found that staff at the clinic treated patients with politeness and respect.

Arrangements were in place to promote and protect patients' privacy and dignity. Arrangements were also in place for patients to provide their views on the services provided at the clinic.

Where the service could improve

- Provide more information through the medium of Welsh.

What we found this service did well

- The environment was well maintained, clean and tidy.

Patients told us:

“My problems were taken seriously, nothing was too much trouble. All the staff have a can do attitude, there are no delays they just get on with it, this is very refreshing.”

“Staff made me feel at ease and treatment was very efficient and involved very little waiting.”

“A phone call achieves a local consultation, no problems with access to the consultant. One time I needed a very urgent consultation, I was offered an immediate meeting at another location, this I took and got help, problem solved.”

Delivery of Safe and Effective Care



Overall Summary

We found that the staff team were committed to providing patients with safe and effective care and there were arrangements in place to promote the safety and wellbeing of patients, visitors and staff.

The clinic was clean and tidy, and arrangements were in place to reduce cross infection.

Minimal medication was stored on the premises with the majority of medication prescribed through an electronic pharmacy app.

There were effective processes for checking the equipment used and robust arrangements in place to ensure that the laser machine was used appropriately and safely.

Where the service could improve

- A medication fridge should be purchased, and the temperature monitored regularly using a minimum/maximum thermometer
- The registered provider should consider sourcing a resuscitation kit containing, as a minimum, oxygen and adrenaline
- The registered provider must ensure that review dates are recorded on policies and procedures.

What we found this service did well

- Comprehensive policies and procedures
- Record Keeping.



Quality of Management and Leadership

Overall Summary

We found good management and leadership at the clinic with staff commenting positively on the support that they received from the manager.

Staff told us that they were treated fairly at work and that an open and supportive culture existed. Staff also told us that they were aware of the management structure within the organisation and that the communication between management and staff was effective.

Staff had access to the training and guidance that they needed to undertake their duties effectively.

Where the service could improve

- The responsible individual must ensure that they fulfil their responsibilities in line with the regulations by producing a report following visits to the service.

What we found this service did well

- Management overview
- Staff recruitment process and appraisals.

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 service to undertake urgent action. These concerns are outlined in the appendices and outline the action taken by the service 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 service to confirm action has been taken in line with management responses documented in the improvement plan. We also ask services to provide documented evidence of action taken and/or progress made.

