

Inspection Summary Report

Blaina Medical Practice, Aneurin Bevan
University Health Board

Inspection date: 23 May 2023

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

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Overall, we found that Blaina Medical Practice worked hard to providing a caring and professional service to patients in a friendly and helpful manner.

Staff at the practice were found to be dedicated and strived to ensure that patients were cared for effectively and in a way that promoted their health and wellbeing. Facilities for patients with disabilities was good and patients wishing to communicate through the medium of Welsh were encouraged to do so.

The practice was bright and modern, and we saw excellent adherence to infection prevention and control procedures. Medical records and medicines management was also assessed to be of a high standard.

Minor areas requiring improvement included the need for a more formal and structured approach to staff meetings as well as a more robust approach to the “was not brought” policy for children not attending appointments.

Access to appointments was a common theme raised by patients during the inspection and we urge the practice to consider improving this if possible.



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 Blaina Medical Practice on 23 May 2023.

Our team, for the inspection comprised of two HIW Healthcare Inspectors and three clinical peer reviewers. 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 the service worked hard to provide a caring, professional, and positive experience to patients. Throughout the inspection we witnessed staff speaking to patients and their carers in a kind and helpful manner. We were assured that patient dignity and privacy was upheld and patients had access to trained chaperones if required.

The practice was tidy, modern, and bright and provided a pleasant atmosphere for patients. We found that access to the practice for those with disabilities was good with a patient car park, level access, a hearing loop system and telephone translation service provided by the local health board.

Patients were able to access written and digital information to enable them to improve their health and wellbeing and this was available in a range of different formats upon request to suit individual need.

Arrangements for patients wishing to communicate through the medium of Welsh were appropriate with Welsh speaking staff and information available bilingually.

Overwhelmingly we found that patients were frustrated at access to appointments throughout the week and this therefore required improvement. Furthermore, we found that patients caring for a friend or loved one were not always offered a carers needs assessment.

Where the service could improve

- Availability and access to appointments
- Improved awareness by staff of access to carers assessments for carers

What we found this service did well

- Modern, welcoming, and bright practice
- Good facilities for patients with disabilities including car parking facilities, level access and a hearing loop system
- Active Offer is implemented and embedded throughout the practice.

Patients told us:

Patients provided us with the following comments:

"Reception staff are friendly and approachable. The surgery is modern, bright and airy."

"Very satisfied with Dr/Staff & care received."

"Phone consultation rather than face to face appointment, could[n't] be given a time slot, extremely inconvenient as I work 7:45 to 3:30."

Had to take up an emergency appointment, as tried for several weeks to obtain an appointment and constantly told none were available call back next Monday. It's ridiculous I work full time and can't get an appointment when required."

Delivery of Safe and Effective Care



Overall Summary

Our findings demonstrated a dedicated and enthusiastic clinical team who worked hard to provide patients with safe, effective care in a clean and tidy environment. We found infection prevention and control procedures to be good as well as appropriate and robust medicines management procedures.

Our review of patient medical records found these to be comprehensive, clear, and easy to navigate with appropriate Read Coding.

Refrigerated medicines and emergency drugs and equipment were checked in line with timescales provided by the most up-to-date guidance.

Administrative staff undertaking repeat prescription duties were expected to do so alongside other tasks as part of their role. To prevent error, the practice should instead provide protected time for staff completing this task.

We found that an inconsistent approach was taken by staff to children not brought for their appointments and require this to be more structured and robust.

Although fire safety precautions were good overall, staff had not recently undertaken fire safety training and the practice had only one fire marshal in place due to recent staff turnover. This requires improvement.

Where the service could improve

- Fire safety training for all staff to be completed annually
- Protected time for administrative staff undertaking prescription activities
- A more structured process for children 'not brought' to appointments.

What we found this service did well

- Good compliance with IPC guidelines and requirements
- Appropriate and robust checking of emergency drugs and equipment
- Good adherence to cold chain storage procedures

Patients told us:

Patients provided us with the following comments:

“While the doctors are good at the practice, I find most of the reception are very unprofessional, some of who are almost argumentative. You have to wait until 10am on Monday morning to book an appointment for the following week which sometimes is very difficult as I work full-time. When you phone at that time, it’s almost impossible to speak to anybody.”

“Always being referred to A&E or contact out of hours service when surgery open.”

Quality of Management and Leadership



Overall Summary

We found the quality of management and leadership at Blaina Medical Practice to be robust with clear reporting lines with a dedicated and committed practice management and senior team.

Staff facilities were good with a recently updated lounge and kitchen area and staff had access to wellbeing initiatives.

Our review of staff mandatory training compliance found this to be good overall with some gaps present regarding fire training. We would recommend that annual appraisals are reintroduced for staff to identify any potential training needs or role aspirations.

Clinical staff requiring scope of practice reviews and non-medical prescribers should undergo these in a more structured and documented manner to ensure continued confidence and competence within their role and allow for the identification of training need when necessary.

Staff discussion, although regular, was almost solely informal in nature with no set programme for staff meetings to allow for dissemination of important information or shared learning following audit activity and significant event analysis. As such, we would recommend that a more formal schedule of minuted staff meetings be developed and maintained to allow for whole practice discussion.

Where the service could improve

- Access to annual appraisals for staff
- Implementation of a regular programme for staff meetings
- Development of a more robust and structured approach to scope of practice reviews for clinical staff and non-clinical prescribers

What we found this service did well

- Good collaborative working with the local neighbourhood care network (NCN) and local pharmacies and businesses
- Open and approachable senior management

- Good adherence to mandatory training requirements

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 health boards/services to provide documented evidence of action taken and/or progress made.

