

# Inspection Summary Report

Nantgarw Road Medical Practice, Aneurin Bevan  
University Health Board

Inspection date: 12 July 2023

Publication date: 16 October 2023



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

Digital ISBN 978-1-83504-907-5  
© Crown copyright 2023



Overall, we found Nantgarw Road Medical Practice was committed to providing a positive experience and professional service to their patients.

There was level access to the practice allowing wheelchair users or those with mobility issues to access the facilities easily.

The team were dedicated and committed to providing patients with safe and effective care in an environment that was clean, tidy and free from clutter. Processes were in place to assure the privacy and dignity of the patient was always upheld.

The practice had good leadership and clear lines of accountability. The staff team worked very well together. Staff had access to training opportunities to fulfil their professional obligations and career advancement.

We did identify a small number of issues in relation to the storage of vaccines, expired medical items and equipment checks.

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 Nantgarw Road Medical Practice, Aneurin Bevan University Health Board on 12 July 2023.

Our team for the inspection comprised of a HIW Healthcare Inspector, two clinical peer reviewers and a practice manager 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 Nantgarw Road Medical Practice was committed to providing a positive experience for its patients. Patient responses received through HIW questionnaires were generally positive, with respondents rating the service as 'good' or 'very good'.

There was a good supply of health promotion information available and on display to patients. There was level access to the practice enabling wheelchair users or those with reduced mobility to access the facilities easily. The waiting room was spacious and the treatment areas were all situated on the ground floor. There was also an area for children in the waiting room.

Consultation and treatment rooms were located away from the main reception area and all allowed for privacy and dignity to be preserved.

Processes were in place to attempt to reduce the waiting times for patients contacting the practice by telephone and we found access to appointments was good.

Chaperones were used where required, this service was well advertised throughout the practice and most patients stated they had been offered chaperones where appropriate.

## What we found this service did well

- Welsh speaking staff wore 'Iaith Gwaith' lanyards to indicate they were Welsh speaking
- Good supply of health promotion materials
- Level access for patients with mobility issues.

**Patients provided us with the following comments:**

*"The doctor was lovely. Understanding, patient and kind."*

*"[Dr] and [Dr] are outstanding doctors at the practice - exemplary practice. [HCA] also exemplary and very efficient and thorough. However, the rest of the service leads a lot to be desired. Many locum doctors. [Dr] makes errors and does not diagnose quickly enough which leads to complications (happened twice to myself) and the practice manager is very dismissive and difficult to get hold of in person. Very long waits on the telephone to get an appointment on the day but worse to get regular appointments and can wait weeks upon weeks. Bloods I had to wait two weeks for."*

*"Can't always get an appointment for a few weeks."*

*"I felt awful but 10 day wait for palpitation's".*

*"If a problem was urgent, not confident I would be seen quickly,"*

In relation to the above comment on the practice manager, they stated "there may be times that I am not immediately available to patients, such as leave, when I am in meetings, or during high demand periods - But I always return contact to patients , or at least ask my deputy to deal with the matter if they ask to speak to me, or I send on a complaints procedure should they wish to make a complaint."

,

# Delivery of Safe and Effective Care



## Overall Summary

Overall, we found the staff team were dedicated and committed to providing patients with safe and effective care in an environment that was clean, tidy and free of clutter. Consultation and clinical rooms were of good size and well equipped.

Medical records were found to be generally of a good standard. However, whilst areas of good practice were noted, we did identify a small number of issues in relation to linking medication to diagnosis and also including the type of consultation that took place.

Additionally, we found items which were out of date in the emergency bag and vaccines in the incorrect fridge. These were dealt with immediately on site.

## Where the service could improve

- Checks of emergency equipment to include dates of items in the emergency bag
- Infection, prevention, and control audits to be completed
- Medical records should reflect type of consultation carried out

## What we found this service did well

- Referrals to other services
- Medication reviews process
- All areas within the practice were clean, well maintained and clutter free.



# Quality of Management and Leadership

## Overall Summary

We found the practice had good leadership and clear lines of accountability. The staff team worked very well together and were committed to providing a high standard of care for their patients.

Staff had access to training opportunities to fulfil their professional obligations and career advancement.

There was evidence of a comprehensive induction process, with good compliance to staff recruitment procedures. Our review of mandatory training compliance found this to be good overall with some gaps present.

The practice had comprehensive and up to date policies and procedures.

Team meetings were taking place with the relevant team leads. Practice and cluster wide meetings were also taking place regularly and feedback via minutes for those absent.

## Where the service could improve

- Staff compliance with mandatory training.

## What we found this service did well

- Regular appraisals for all staff
- Good access to training opportunities
- Up to date policies and procedures.

## 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.

