

Inspection Summary Report

Tregaron Surgery, Hywel Dda University Health Board

Inspection date: 16 February 2023

Publication date: 19 May 2023



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



We found that Tregaron Surgery was committed to providing a high quality experience to their patient population. The practice serves a rural community and staff work hard to develop and maintain good relationships with patients, allied health services and other community services.

We saw patient-centred care being delivered and this was highly valued by the community. We noted good practice around equality and diversity.

We found there were effective systems and processes in place to ensure patients were being treated with dignity, respect 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 Tregaron Surgery, Hywel Dda University Health Board on 16 February 2023.

Our team for the inspection comprised of two HIW Healthcare Inspectors, a general practitioner, a registered nurse 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 that Tregaron Surgery was aiming to provide a high quality experience to their patient population. The practice served a rural community and works hard to develop and maintain 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 relevant and up to date information displayed in the reception and waiting area, in both English and Welsh.

Where the service could improve

- Record patient language preference in patient records
- Add “you said, we did” information to the patient area.

What we found this service did well

- Enthusiastic team that valued patient-centred care
- Commitment to providing a local service as part of the community
- Comprehensive, engaging and bilingual (English and Welsh) health information available in a range of formats
- Promoting equality, diversity and inclusion.

Patients told us:

Patients provided us with the following comments:

“First class care and attention. We are so fortunate to have such wonderful doctors and nurses. receptionists and admin staff at Tregaron”

“Excellent care, good team.”

Delivery of Safe and Effective Care



Overall Summary

Overall, the practice was well maintained and well equipped to provide the safe and effective services and treatments. All patient facing areas were clean, well maintained and free from any visible hazards.

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

Where the service could improve

- Add a sign to the emergency equipment and medication cupboard for ease of identification
- Implement a system for routinely reminding poor attenders of their appointments.

What we found this service did well

- Clean, tidy and well organised clinical environment
- Up-to-date health and safety and Infection Prevention and Control (IPC) audits
- Medication review system to ensure that patients' needs were reviewed regularly.



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 training was mostly up-to-date and certificates were being kept to evidence this.

Where the service could improve

- Review complaints policy time frames to mirror NHS Putting Things Right
- Archive out of date policies and processes
- Reintroduce regular, minuted team meetings.

What we found this service did well

- System in place for routinely monitoring and reviewing policy compliance
- Inclusive environment where staff felt supported to raise concerns
- Working well together as a team to ensure that high standards of care were given to their patients.

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.

