

Inspection Summary Report

Pen-Y-Maes Health Centre, Betsi Cadwaladr
University Health Board

Inspection date: 08 August 2023

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

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We found evidence that Pen-Y-Maes Health Centre provided safe and effective care.

Pen-Y-Maes Health Centre has been managed by Betsi Cadwaladr University Health Board since June 2016.

We found that the support the practice has received from the health board since it took over management responsibility has enabled the practice to remain resilient and functioning.

The day to day management of the practice is the responsibility of the practice manager, who was extremely committed and dedicated to the role.

The whole practice environment was clean and tidy.

We found a patient-centred staff team who were very committed to providing the best services they could.

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 Pen-Y-Maes Health Centre, Betsi Cadwaladr University Health Board on 08 August 2023.

Our team for the inspection comprised of a HIW Healthcare Inspector, 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 observed staff greeting patients in a polite and friendly manner both in person and on the telephone.

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

Patients provided mixed feedback about the service provided by the practice.

The main frustrations expressed by patients were around their difficulty in being able to contact the practice and to obtain an appointment at a time to suit them and also carer support. However, from the comments we received there had been some improvement in this regard more recently.

Where the service could improve

- Provide patients with healthy lifestyle advice
- Identify patients who are carers and to signpost them to relevant information and support
- Ensure all patients are offered a chaperone
- Evaluate the effectiveness of the changes made to the appointment system.

What we found this service did well

- Staff at the practice treated patients with dignity and respect and we saw measures were taken to protect their privacy
- There was good disabled access to the building. Wheelchair users could access all consulting rooms, the reception, waiting area and toilet facilities
- Ample car parking spaces are provided, with designated disabled parking bays
- Most patients who provided feedback told us they were given enough time to explain their healthcare needs and the GP had explained things well.

Patients told us:

Patients provided us with the following comments:

“Sometimes takes a very long time to get through on the phone but I understand some of the problems with healthcare at the moment but can be frustrating.”

“I feel accessing health care appointments should be easier. Trying to get an appointment is extremely difficult, especially if you are working.”

“The practice needs more GPs rather than locums. Most of the staff are really helpful when I ring in or need to go to the surgery.”

“Have no permanent doctors only locums so unable to understand your medical history. When phoning the practice can take a ridiculous amount of time to get through only to be told no appointments to phone back in afternoon to go through same scenario and have to phone the following day, eventually only offering a telephone call.”

“The surgery has a number of health professionals not just GP’s who provide excellent advice & information to promote self care/management but also provide a ‘plan b’ if plan A doesn’t work very impressed.”

“More doctors needed, the practice manage as best they can but without a regular doctor you are repeating yourself each time. Sometimes you don’t want to bother them as some days you will not get any reply or call back. The staff are really good and helpful but they are under a lot of stress.”

“Has improved a lot over the past year.”

“There is no confidentiality and anyone in the waiting room can hear what is being spoken through to the reception staff.”

Delivery of Safe and Effective Care



Overall Summary

We found a staff team who were very patient centred and committed to delivering a quality service.

The practice appeared to be well maintained and equipped to provide the services they deliver. All areas were clean and free from any visible hazards.

The sample of patient records we reviewed were of good standard.

Where the service could improve

- Increase IPC audits at practice level
- Ensure a hand washing facility is located in the health care assistant room
- Ensure all staff complete infection prevention and control training
- Ensure prescribed medication is linked to patient's medical condition within the clinical notes
- Ensure clinical Read codes are used consistently.

What we found this service did well

- The practice premises was visibly well maintained, clean and free from obvious hazards
- Effective arrangements were described and demonstrated in relation to safeguarding
- We saw an effective records management system and the patient records we reviewed were clear, legible and of good quality
- Consultation rooms were clean, well equipped and fit for purpose, with well-maintained equipment.

Patients told us:

Patients provided us with the following comments:

“Due to recently being in intensive care and experiencing anxiety to this when I have repeat infections the staff listen to my concerns and address them.”

“They’re brilliant, all staff both clinical and non clinical are professional but incredibly friendly, approachable and understanding.”

“The dr I see in the practice is wonderful she has lots of time with me and listens, the staff are friendly and always try and get you an appointment.”

Quality of Management and Leadership



Overall Summary

Pen-Y-Maes Health Centre has been managed by Betsi Cadwaladr University Health Board since June 2016. We found that the support received from the health board has enabled the practice to remain resilient and functioning.

The practice appeared to be well managed by a committed and dedicated practice manager who was open and approachable, which enabled staff to be confident to raise issues.

We found a very patient-centred staff team who were competent in carrying out their duties and responsibilities. The staff team was well supported by the health board.

We observed staff supporting each other and working very well together as a team.

Where the service could improve

- Ensure locum GPs are provided with a comprehensive induction programme.

What we found this service did well

- We witnessed all staff, clinical and non clinical, working very well together as part of a team
- Good staff induction process in place
- Practice managed by a committed and dedicated practice manager.

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

