

# Inspection Summary Report

Meddygfa Emlyn Medical practice,  
Hywel Dda University Health Board

Inspection date: 21 September 2023

Publication date: 22 December 2023



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

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It was evident that staff at Meddygfa Emlyn were committed to providing a helpful and professional service for their patients.

The practice was situated in a spacious building which offered good accessibility for all patients. The whole practice offered ground floor access, as well as a disabled toilet and designated disabled parking spaces. A hearing loop was also installed and a translation service available.

We saw an extensive range of health promotion information available in the waiting area, the majority of which was available bilingually. Such information was also promoted through the practice Facebook page.

There were arrangements in place for patients wishing to communicate through the medium of Welsh. We witnessed conversations between staff and patients taking place in Welsh and all relevant staff wore 'Iaith Gwaith' badges.

During our inspection, we saw paper patient records being stored in the reception office. Staff confirmed that, despite there always being at least one staff member in the room, this room is never locked. We were not assured that these records were being stored securely as the room was easily accessible by individuals attending the practice. We raised this as an immediate concern with the practice. Since our visit we have received evidence of keypad locks being installed on both doors leading to the reception office.



We reviewed practice risk assessments and confirmed that environmental, health and safety and fire safety risk assessments had been completed.

It was evident that all staff at Meddygfa Emlyn were clear about their roles, responsibilities and there were clear lines of accountability in place at the practice.

The practice had a comprehensive catalogue of policies in place. All were in date and subject to regular reviews.

Our review of staff records highlighted that all staff were up to date with mandatory training. The practice manager kept a detailed and up-to-date training matrix which contained all future training deadlines for staff. We also saw evidence of in- date DBS checks for all staff and confirmed that annual appraisals had taken place for both clinical and non- clinical staff members.

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 Meddygfa Emlyn Practice, Hywel Dda Health Board on 21 September 2023.

Our team for the inspection comprised of a HIW Healthcare Inspector 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

It was clear that staff at Meddygfa Emlyn were committed to providing a caring and professional service for patients. Throughout the inspection we witnessed staff speaking to patients and their carers in a polite and positive manner.

We saw a range of health promotion information available for patients in the waiting area, the majority of which was displayed bilingually. There were arrangements in place for patients wishing to communicate through the medium of Welsh and bilingual staff members all wore 'laith Gwaith' badges.

The practice offered very good access with a patient car park and designated disabled parking spaces. The building had level access throughout, as well as a hearing loop system and telephone translation service provided by the local health board.

## What we found this service did well

- The practice offered a bilingual service for patients, including bilingual health promotion information and staff wearing 'laith Gwaith' badges.
- Staff were proactive in upholding patient's rights, such as, arranging for patients with Autism Spectrum Disorder ASD to attend appointments at quieter times and ensuring preferred names and pronouns were used when treating transgender patients.
- All patients who completed HIW questionnaires felt they were treated with dignity and respect whilst at the practice.

### Patients told us:

*"Brilliant staff through the whole practice, best ever! Incredibly well run. Gold star service."*

*"Everyone at Meddygfa Emlyn, from reception staff, nurses and doctors go out of their way to help. They truly care and we are lucky to receive exceptional service."*

# Delivery of Safe and Effective Care



## Overall Summary

We were assured that patients attending Meddygfa Emlyn received safe and effective care. All clinical rooms were an appropriate size and generally kept tidy.

We reviewed a sample of ten patient records, all of which were clear and maintained to a good standard. The practice also had a range up-to-date risk assessments in place, including health and safety, environmental and fire safety risk assessments.

## Where the service could improve

- Staff to ensure sharps boxes are checked regularly to ensure all are in date.
- Senior staff to ensure that any action plans from risk assessments are completed going forward, to ensure a clear audit trail.
- The IPC lead should complete the relevant training as soon as they are able.

## What we found this service did well

- Our review of electronic patient records showed that they were maintained to a good standard.
- The practice had comprehensive and up to date safeguarding policies and procedures in place.



# Quality of Management and Leadership

## Overall Summary

From discussions with practice staff, it was clear they were committed to providing good patient care and were eager to carry out their roles effectively.

We saw evidence of regular staff meetings taking place and minutes being recorded. The practice also had a comprehensive register of policies in place. All were in date and easily accessible for staff through a shared drive.

## Where the service could improve

- Staff to include HIW contact details in the whistleblowing policy and complaints procedure.

## What we found this service did well

- We saw evidence of a clear management structure in place at the practice.

### Staff told us:

*“I really enjoy working at Meddygfa Emlyn, we work very effectively as a team, and I feel all colleagues are supported well by our senior colleagues.”*

*“This is the best surgery in the world.”*

## 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 service to provide documented evidence of action taken and/or progress made.

