

Inspection Summary Report

Llantwit Major and Coastal Vale Medical Practice - Eryl Surgery, Cardiff and Vale University Health Board

Inspection date: 5 September 2023

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

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The practice was committed to providing a positive experience for patients and we heard and saw staff greeting patients in a polite and friendly manner both on the telephone and at the practice. Nearly all the patients who completed a HIW questionnaire rated the service provided by the practice as 'very good' or 'good'.

There were systems and processes in place to ensure patients were being treated with dignity and professionalism.

The sample of patient records we reviewed were of a good standard. However, the records would benefit from clinical Read codes being used more to link entries and diagnoses.

We identified several issues relating to infection prevention and control, these issues were dealt with under our immediate assurance process. Based on the information provided these have now been addressed by the practice.

The practice also had a comprehensive register of policies in place. All were easily accessible for staff through a shared drive.

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 Llantwit Major and Coastal Vale Medical Practice - Eryl Surgery, Cardiff and Vale University Health Board on 5 September 2023.

Our team for the inspection comprised of two HIW Healthcare Inspectors, two clinical peer reviewers and a practice manager 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

Nearly all the patients who completed a HIW questionnaire rated the service provided by the practice as 'very good' or 'good'.

The practice was committed to providing a positive experience for patients and we heard and saw staff greeting patients in a polite and friendly manner both on the telephone and at the practice. This approach was also evidenced via the positive results in the annual GP survey that was conducted by the NHS.

We noted good arrangements to support patients with mental health concerns and in ensuring that all children under 16 were offered a face-to-face appointment.

There were systems and processes in place to ensure patients were being treated with dignity and professionalism.

There was good accessibility for all patients, with ground floor access, as well as a disabled toilet and parking directly outside the main entrance.

Where the service could improve

- Put arrangements in place to provide an effective 'Active Offer' to patients.

What we found this service did well

- Patient feedback survey was positive
- Dedicated staff providing good patient care
- Using a variety of methods to communicate with patients
- Elderly patients would be offered a face-to-face consultation as were children under 16 years old
- Good support for patients with mental health issues.

Patients told us:

This GP practice has been excellent for myself and my family.

I have been at the practice for 26 years, always great service.

Medical staff work extremely hard but surgery is not directly accessible to patients.

Doctor says make appointment, receptionist says no.

Very poor appointment booking system online and by direct. Have to phone at 6.30am and speak to receptionist for same day appointment. Can't book ahead or book appointments on my health online. Then have listen to extremely long patronising message. Not everyone is a difficult patient so no need for this.

Often over 20-30 in queue. By time connected no appointments left so have to repeat process again following morning. Can't choose whether to see specific practitioner eg.dr or nurse, this is allocated by receptionist. My health online onerous and very time consuming to negotiate when details are already on patient records. Blood test results are notified by text - satisfactory no need to contact surgery. No details given

The amount of time given daily to make a same day appointment is poor. I assume there are not enough doctors available to to see the amount of patients needing same day treatment.

Rudely spoken to by receptionist. Doctor asked me what I wanted to do re medication - I have not had medical training and rely on doctor to advise. Feel I am not being listened to r.e. an ongoing issue.

The appointment booking system is diabolical. Waiting room empty, can't get to see a Dr.

I have had issues in the past with communication with tests and referral times.

Delivery of Safe and Effective Care



Overall Summary

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

The sample of patient records we reviewed were of a good standard. However, the records would benefit from clinical Read codes being used more to link entries and diagnoses.

Whilst there was good checking of emergency drugs and fridge temperatures, the room temperature needed to be monitored for the dry store containing certain medications and the emergency drugs.

Immediate assurances:

- We identified several issues relating to infection prevention and control, these included:
 - Clinical curtains used to provide privacy, had not been changed in some instances since 2017
 - Items of Personal Protective Equipment (PPE) that were unprotected from airborne contamination
 - Posters and information displayed on noticeboards had not all been suitably laminated
 - No evidence of audits of IPC and hand hygiene
 - We were not assured that all staff at the medical practice had in place a suitable level of IPC training appropriate to their role.

Where the service could improve

- Room temperature monitoring
- Improve use of Read codes.

What we found this service did well

- Individual patient records were good
- Good checking of emergency drugs and fridge temperatures
- Clinical rooms were spacious and uncluttered.

Patients told us:

I sometimes feel that me being overweight is instantly used as the cause of issues. I was denied further treatment in the past due to injuries to feet which were signed off as me being overweight, when in fact it was determined by MRI (which I paid for privately) that it was {further information deleted as it may identify patient}.

I was ill in bed with a chest infection and low oxygen and was told I couldn't get any antibiotics unless I came to the surgery to be seen. Difficult when feeling very unwell. Availability of house calls unknown.

Significant medical conditions. Need to see a doctor not nurse or another practitioner. My health online system is onerous and dreadful to navigate. Diabetic, heart condition, low oxygen and still not able to get urgent appointment for antibiotics for chest infection.



Quality of Management and Leadership

Overall Summary

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.

The practice also had a comprehensive register of policies in place. All were easily accessible for staff through a shared drive.

Some issues were raised which needed to be addressed.

Where the service could improve

- Inform patients of the changes made as a result of patient feedback.

What we found this service did well

- Staff were eager for the practice to succeed and offer patients a supportive service
- Policies in place were well written, clear and available to all
- Good complaints management.

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.

