

Woodley Centre Surgery

Inspection report

6 Headley Road
Woodley
Reading
Berkshire
RG5 4JA
Tel: 01189697307
www.woodleycentresurgery.co.uk

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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this location

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced focused inspection at Woodley Centre Surgery on 28 January 2020 as part of our inspection programme.

At this inspection we followed up on breaches of regulations identified at a previous inspection on 05 February 2019.

We decided to undertake an inspection of this service, in the areas that they had previously had a breach of regulation, following our annual review of the information available to us. This inspection looked at the following breaches of regulation in the following key question: Safe. We chose not to open any of the other key questions as responses from the ARR gave sufficient assurances to providing safe, effective, caring and responsive services.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We have rated this practice as good overall and good for all population groups.

We found that:

- The practice had made improvements to the areas identified in breach of regulation at the previous inspection.
- There were systems to ensure the registration of clinical staff (including nurses and pharmacists) was checked and regularly monitored.
- Systems for monitoring fridge temperatures and emergency equipment had been improved.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was undertaken by a CQC lead inspector.

Background to Woodley Centre Surgery

Woodley Centre Surgery (also known as Woodley Surgery) and Westfield Road Surgery (the branch practice) offer primary medical services to approximately 11,400 patients in the Woodley and Winnersh areas of Wokingham and Reading. The practice area has an estimated low level of socio-economic deprivation, meaning few patients are affected by deprivation locally.

The practice offers GP and nursing consultations from two sites approximately three miles from one another. Patients are given the option to be seen at either practice and staff work across both sites. National data shows a higher than average number of registered patients aged between 16 and 64 and slightly below average numbers of patients aged 65 and over.

The practice has four GP partners (three females, one male) and four salaried GPs (all female). The all-female nursing team consists of a nurse practitioner, three practice nurses and two healthcare assistants. The practice also employs two paramedic practitioners and two clinical pharmacists. The non-clinical team includes a practice manager, an assistant practice manager and a team of administrative and reception staff. Woodley Centre Surgery is a training practice for qualified doctors seeking to become GPs.

Woodley Surgery (the main practice) is located on the first floor of a commercial building which is accessible via a lift for patients with physical disabilities. The building is shared with another GP practice. Woodley Surgery is

open between 8am and 6.30pm Monday to Friday. Appointments are from 8.20am to 11.50pm every morning and 1.50pm to 6.10pm daily. The telephone lines are open between 8am and 6.30pm.

Westfield Road Surgery (the branch practice) has two consultation rooms and one treatment room. Westfield Road Surgery is open between 8am to 1.00pm Monday to Friday. Appointments are from 8.30am to 12.45pm every day.

Incoming telephone lines for both sites are routed through the Woodley Surgery call centre. A telephone message directs patients to Woodley Surgery for any emergencies when Westfield Road Surgery is closed. Extended surgery hours are offered on every Wednesday evening until 8pm and a number of Saturday mornings between 8.30am and 12.30pm according to an enhanced access rota involving a number of local practices. All extended hours appointments are provided at Woodley Surgery.

For this inspection we visited the main surgery at:

6 Headley Road, Woodley, Reading, Berkshire, RG5 4JA.

The practice is registered with the CQC to provide the regulated activities of:

- Treatment of disease, disorder and injury,
- Family planning,
- Diagnostic and screening procedures,
- Maternity and midwifery,
- Surgical procedures.