

Datchet Health Centre

Quality Report

Green Lane

Datchet

Slough

Berkshire

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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.

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Overall summary

Letter from the Chief Inspector of General Practice

In March 2015, we found concerns related to the access of the service for working age patients during a comprehensive inspection of Datchet Health Centre, Berkshire. The service was rated as good overall with a requires improvement rating in the population group for working age people (including those recently retired and students).

Following the inspection the provider sent us evidence detailing of how they would improve the areas of concern that related to this population group.

We carried out a desktop focussed inspection at Datchet Health Centre in April 2016. This inspection was to follow up on concerns that the appointment system did not offer sufficient flexibility to offer appropriate access to the working age population group.

Following the improvements made since our last inspection in March 2015; the practice now offers extended hours appointments during the early morning

Summary of findings

and evening on Monday, Wednesday, Thursday and Friday. Telephone consultations were also available and patients had access to an extended hours service from 6.30pm at another location in Windsor, which was 10 minutes away.

Professor Steve Field (CBE FRCP FFPH FRCGP)
Chief Inspector of General Practice

Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Working age people (including those recently retired and students)

The practice is rated as good for the care of working-age patients (including those recently retired and students).

Since the previous inspection in March 2015, the needs of the working age population, those recently retired and students had been identified and the appointment system improved. The appointment access offered sufficient flexibility to offer appropriate access to this group.

Appointments on were available until 5:40pm on a Monday, Wednesday, Thursday and Friday. Early morning appointments from 7.30am were available on four mornings per week.

Patients had access to telephone consultations which often meant unnecessary travel to the practice. We were also advised that patients of the practice had access to an extended hours service in Windsor from 6.30pm. GPs working at the service had access to the patient records from the practice clinical system, which promoted continuity of care.

Patient feedback from the national patient survey showed little improvement in patient experience of making an appointment. However, the friends and family test over the last three months showed that 90% of patients would recommend the practice to others.

Good



Datchet Health Centre

Detailed findings

Background to Datchet Health Centre

Datchet Health Centre is a purpose built practice which has been located on the current site since 1984. The health centre was rebuilt in 2000 and has subsequently been extended to provide services to a larger patient population.

There are four GP partners at the practice, one salaried GP and two long term locum GPs. Three GPs are male and four female. The practice serves a patient population of approximately 10,500. The practice employs four practice nurses and a part time health care assistant (HCA). The practice manager is supported by an assistant and a team of administrative and reception staff. Services are provided via a General Medical Services (GMS) contract (GMS contracts are negotiated nationally between GP representatives and the NHS).

The practice population of patients aged between 30 and 69 is slightly higher than average and there are less than average aged under 29. The population of patients aged over 70 is similar to the local average.

Datchet Health Centre is accredited to provide training for qualified doctors who are preparing to become GPs. The practice received a visit for the accrediting body in 2014 and is approved to continue as a training practice.

The practice had not been inspected before. Services are provided from: Datchet Health, 4 Green Lane, Slough, Berkshire, SL3 9EX

The practice has opted out of providing out of hours services to their patients. Out of hours services are

provided by East Berkshire out of hours via NHS 111. There are arrangements in place for services to be provided when the surgery is closed and these are displayed at the practice, in the practice information leaflet and on the patient website.

Why we carried out this inspection

We inspected this service as part of our focussed follow inspection programme to ensure the requires improvement areas around access and appointments for working age people, from the last inspection.

We carried out a desktop focussed inspection of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

How we carried out this inspection

Before carrying out the desktop focussed inspection, we asked the provider to submit their action plan and evidence which demonstrated how they had made changes to meet the requirements of the breaches in regulation.

The provider submitted their evidence to support the changes made in April 2016.