

# Clarence Medical Centre

## Inspection report

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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 decided to undertake an inspection of this service on 12 November 2019 following our annual review of the information available to us which took place in May 2019. This inspection looked at the following key questions; was the service providing effective, responsive and well led services for the registered patient population. We decided not to inspect whether the practice was providing safe or caring services as there was no information from the annual regulatory review which indicated this was necessary.

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 provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff were developed and supported to ensure services were of high quality.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- There had been quality improvement work to improve patient access to services.
- Services were tailored to meet patients' needs.
- Governance systems were operated including quality improvement initiatives.
- The practice was engaged in local initiatives and worked effectively alongside partners in the local healthcare system.

**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

## Population group ratings

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

The inspection team included an inspector and a GP specialist adviser.

## Background to Clarence Medical Centre

Clarence Medical Centre is located near the centre of Windsor; The Clarence Medical Centre, Vansittart Road, Windsor, SL4 5AS. The practice premises were purpose built 22 years ago. Patients are registered from the local area. The practice has a branch site located at Royal Holloway University, Egham Hill, Surrey, TW20 0EX

Approximately 17,000 patients are registered with the practice over two sites, including 5,500 students. The practice population has increased by over 2,000 patients since 2015. The registered population has a very high contingent of patients aged 20-24 but this is a reflection of the branch site which is based within a university college. The number of older patients and young children were below the national average.

Care and treatment is delivered by five GPs, three nurses, one nurse practitioner and one healthcare assistant. The clinical team was supported by a practice manager and administration staff.

The practice was registered for the following regulated activities:

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

We visited the Clarence Medical Centre but did not visit Royal Holloway Health Centre as part of this inspection.