

Woodley Centre Surgery

Inspection report

6 Headley Road
Woodley
Reading
Berkshire
RG5 4JA
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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?	Requires improvement 

Overall summary

We carried out an announced comprehensive inspection at Woodley Centre Surgery (and the branch surgery in Winnersh) on 5 February 2019 as part of our inspection programme.

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 dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way because the appointment systems had been revised in the last 18 months.
- The practice promoted the delivery of high-quality, person-centre care.
- Monitoring of systems to ensure safe and effective provision of care were not always operated consistently.

We found two areas of outstanding practice:

- The practice retained a register of at risk children who had de-registered from the practice. This enabled the practice to contribute to any safeguarding reviews for these patients.
- Group consultations were held for patients with specific long term conditions. Patient feedback about these consultations was positive. Patients said they had a better understanding of their condition, how to manage it and use the experience of others with a similar condition as a motivation in their care.

However, we found a breach of regulation that led to a judgement that the practice requires improvement for provision of well led services the provider **must**:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

The provider could also make additional improvements and should:

- Review the processes in place for following up invitations to take part in the cervical cancer screening programme. The uptake among patients eligible to take part in this screening was below the national target of 80%.

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

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

Population group ratings

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

Our inspection team

The inspection team comprised a lead CQC inspector, a CQC specialist GP advisor and a second CQC 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 female, 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.

We visited the both the main and branch surgeries at:

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

and

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 and surgical procedures.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 17 HSCA (RA) Regulations 2014 Good governance How the regulation was not being met: Systems or processes that enabled the registered person to assess, monitor and improve the quality and safety of the services being provided were not always operated consistently. In particular: Equipment for use in an emergency was not checked consistently at the branch surgery. Recruitment checks were not always completed in full. Staff undertaking checks of temperatures of vaccine fridges did not always follow the practice cold chain maintenance protocol. Checks of consumable medical materials had not identified items that were past expiry date. Local guidelines were not followed for monitoring of patients prescribed direct oral anti-coagulant medicines.