

# The Waterfield Practice

## Inspection report

Ralph's Ride  
Harmans Water  
Bracknell  
RG12 9LH  
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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



# Overall summary

We carried out an announced review of The Waterfield Practice on 23 June 2021. Overall, the practice is rated as Good.

Following our previous focussed inspection on 4 March 2020, the practice was rated Good overall but Requires Improvement for providing Safe services.

At this review we looked at the following key question:

- Are the services provided at this location Safe?

The full reports for previous inspections can be found by selecting the 'all reports' link for The Waterfield Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this review

During the previous inspection in March 2020 we found that:

- Non-medical prescribers did not receive formal clinical supervision in line with the practice's own policy. There had been no audits of their consultations or prescribing.
- Blank prescription stationery had been securely stored but had not been effectively tracked throughout the practice.
- A fire risk assessment carried out in January 2019 had not had risks actioned for the branch site risk, in regard to fire marshal training or carrying out a fire drill.
- The disclosure and barring service (DBS) risk assessments did not include the different types of risks.
- The practice management team did not have full oversight of the practices recruitment process.

At this follow up review we found that improvements had been made and the provider was no longer in breach of the regulations. We have amended the rating for this practice accordingly.

## How we carried out the review

Throughout the COVID-19 pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our reviews differently.

This review was carried out in a way which enabled us to spend no time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Requesting evidence from the provider

## Our findings

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

- what we found when we undertook this follow up review
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

# Overall summary

**The practice is now rated as Good for the provision of Safe services, the overall rating of Good and for all population groups remains.**

We found that:

- Clinical supervision had been put in place and a programme of audits had been introduced to ensure compliance for non-medical prescribers.
- There was an up to date fire risk assessment in place and staff who worked at the branch site had been trained fire marshals.
- Prescription stationery was stored, recorded and tracked in line with national guidance.
- Disclosure and Barring Service (DBS) checks were undertaken where required.
- The practice had improved its recruitment processes to ensure the practice management team had oversight of all areas of recruitment.

**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

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities.

## Background to The Waterfield Practice

The Waterfield Practice provides GP services to approximately 14,328 patients across two practice sites in the Bracknell area of East Berkshire. It is part of the Bracknell and Ascot area and is commissioned by East Berkshire Clinical Commissioning Group.

The provider is registered with CQC to deliver the following regulated activities:

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

All the regulated activities are provided from both practice sites at:

- The Waterfield Practice (main site), Ralphs Ride, Harmanwater, Bracknell RG12 9LH
- The Waterfield Practice (branch site), 1 County Lane, Whitegrove, Bracknell RG42 3JP

The practice has six GP partners and three salaried GPs. The nursing team consists of five practice nurses, a health care assistant and a phlebotomist.

The day-to-day organisation and running of the practice is provided by an interim practice manager and deputy practice manager. They are supported by a number of administration, secretarial and reception staff.

According to statistics there is a low level of deprivation and high numbers of employed patients. There is a large white British population, with 10% of patients coming from black or other minority ethnic groups.

The provider is part of the Bracknell and Ascot federation of GPs who have combined to offer an extended hours service to all patients who are registered with Bracknell and Ascot GPs. Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations, however face to face appointments were available. The extended hours operate from a specific practice site in Bracknell and offers GP, nurse and HCA appointments, Monday to Friday between 6.30pm and 8pm and Saturday and Sunday mornings. These appointments were also mainly by telephone but face to face appointments were given if clinically appropriate.

Out of hours GP cover is provided by an external stakeholder who provides out of hours services to the whole of East Berkshire. Patients can access this service when the practice is closed by contacting NHS 111.