

Theale Medical Centre

Inspection report

Englefield Road

Theale

Reading

Berkshire

RG7 5AS

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www.thealemedicalcentre.com

Date of inspection visit: 16 July 2019

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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.

Overall summary

We carried out an announced comprehensive inspection of the practice on 27 February and 5 March 2019 as part of our inspection programme and the practice was rated as require improvement overall. They were rated as requires improvement for providing safe and effective services, good for providing caring and responsive care and inadequate for being well-led. We issued a Warning notice for regulation 17, Good governance, as a result of this inspection.

This inspection, undertaken on 16 July 2019, was a focused inspection to review the areas of concern highlighted in the warning notice.

The practice remains rated as follows, until our next comprehensive inspection:

Are services safe? – Requires Improvement

Are services effective? – Requires Improvement

Are services caring? – Good

Are services responsive? – Good

Are services well-led? - Inadequate

At this inspection we concluded that:

- The practice had established effective systems and processes to ensure recall systems for long-term conditions, supervision of clinical staff and summarisation of patient notes were actioned appropriately.
- The provider had met the requirements of the Warning notice and had made improvements to governance.

At this inspection we found that improvements had been made to the practice's governance systems. We were satisfied that sufficient progress against the warning notice had been made.

We will undertake a further comprehensive inspection in line with our current methodology to ensure the practice has made the necessary improvements detailed in the February and March 2019 report.

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 led by a CQC lead inspector. The team also included a second inspector and a GP specialist advisor.

Background to Theale Medical Centre

Theale Medical Centre provides primary care services to approximately 10,800 patients from a purpose built building in a semi-rural area of Reading. The premises are accessible for patients and visitors who have difficulty managing steps. All patient services are offered on the ground floor, with administration offices over both floors. The practice comprises nine consulting rooms, four treatment rooms, a patient waiting area, reception area, administrative and management offices and a meeting room. The practice also offers services from a branch surgery in Calcot, which we did not visit as part of this inspection.

The practice population of patients aged between 0 to 9 years and 40 to 64 years are higher than the national average and there are slightly lower number of patients aged above 80 years old compared to the national average. The practice serves a small ethnic population (8%), with the majority of patients being from a white

British background. The practice is located in a part of Reading with low levels of income deprivation, although there are pockets of high deprivation within the practice boundary.

Services are provided via a General Medical Services (GMS) contract. (This is the contract between general practices and NHS England for delivering primary care services to local communities). Services are provided from the following two sites:

Theale Medical Centre, Englefield Road, Reading, West Berkshire, RG7 5AS

And

Calcot Surgery, 72a Royal Avenue, Calcot, Reading, RG31 4UR.

We visited Theale Medical Centre during this inspection.