

South Reading Surgery

Inspection report

257 Whitley Wood Road
Reading
Berkshire
RG2 8LE
Tel: 0118 931 3515
www.srssurgery.net

Date of inspection visit: 19 June 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.

Ratings

Are services responsive?

Good



Overall summary

We carried out an announced follow up inspection at South Reading Surgery on 14 March 2018. The overall rating for the practice was good. The practice was rated as requires improvement for providing responsive services.

The report on the March 2018 inspection can be found by selecting the 'all reports' link for South Reading Surgery on our website at .

This inspection was an announced focused inspection carried out on 19 June 2019 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as good and is rated as good for providing responsive services.

Our key findings were as follows:

- The practice had implemented an action plan to respond to low patient satisfaction regarding access and appointments at South Reading Surgery.
- Actions had been taken in accordance with this action plan and in-house surveys were completed to assess the effectiveness of these changes.
- Patient satisfaction regarding accessing the practice and appointment availability had improved.

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

The inspection was undertaken by a CQC lead inspector.

Background to South Reading Surgery

South Reading Surgery is one of two locations managed by South Reading and Shinfield Group Medical Practice. South Reading Surgery has a different contract arrangement to Shinfield Health Centre. The provider shares policies and procedures and staff work across both sites. Patients registered at South Reading Surgery can be seen at Shinfield Health Centre if they prefer or if an earlier appointment is available.

South Reading Surgery is located within a converted two-storey house in a residential area of Reading. It is one of the practices within South Reading Clinical Commissioning Group and provides GP services to over 5,000 patients. According to data from the Office for National Statistics, Reading population demographics show a medium level of economic deprivation with pockets of low deprivation within the practice boundary. There is a higher percentage of unemployed patients compared to local and national averages. Ethnicity based on demographics collected in the 2011 census shows the

population of Reading is predominantly White British with 13% of the practice population composed of patients with an Asian background and 10% from other non-white ethnic backgrounds.

Most staff work at both South Reading Surgery and Shinfield Health Centre because both practices are managed by the same partnership. There are three female GPs (two are partners) and a mix of regular locum GPs. The GPs split their time between the practices and offer 20 sessions at South Reading Surgery. This is equivalent to approximately 3.46 whole time GPs. The practice nurse currently works the equivalent of three days at South Reading Surgery and there is a health care assistant (HCA) at the practice every day. The practice employs a clinical pharmacist who works three days each week split between the practice sites. The practice manager is supported in the day to day running of the practice by a team of 11 administration and reception staff.

Services are provided from: South Reading Surgery, 257 Whitley Wood Road, Reading, Berkshire, RG2 8LE.