

Westbourne Medical Centre

Inspection report

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Westbourne
Bournemouth
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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 carried out an announced comprehensive inspection at Westbourne Medical Centre on 27 March 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 for each domain.

The practice is rated as good for all population groups with the exception of long-term conditions, this was due to shortfalls regarding quality data.

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.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

Whilst we found no breaches of regulations, the provider **should:**

- Review arrangements to improve the uptake of long-term condition reviews across all disease registers.
- Continue to review arrangements to be assured that all staff have received an appraisal within the last 12 months.
- Continue to review uptake of cervical screening.

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

Older people	Good 
People with long-term conditions	Requires improvement 
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

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and an assistant inspector.

Background to Westbourne Medical Centre

Westbourne Medical Centre is situated in west Bournemouth. The practice provides primary medical services to approximately 17,800 patients. The registered provider is Westbourne Medical Centre.

The practice is registered to provide regulated activities: treatment of disease, disorder or injury, surgical procedures, family planning, maternity and midwifery services and diagnostic and screening procedures. The practice operates from:

Milburn Road

Westbourne

Dorset

BH4 9HJ

The practice population is in the seventh least deprived decile for deprivation. In a score of one to ten the lower the decile the more deprived an area is. The average life expectancy was similar to national averages of 79 years for males and 83 years for females.

There are seven GP Partners and three salaried GPs, three of which are female and seven male. The practice employed four advanced nurse practitioners, five practice nurses, one clinical pharmacist, one advanced paramedic practitioner and four health care assistants. There are six managers employed at the practice and additional reception and administration staff.

The practice is a training practice which supports doctors training to be GPs, medical students, student nurses, trainee physician associates, pre-registered pharmacists and apprentice healthcare assistants.

The practice is open between 8am and 6.30pm. Extended hours appointments are available every Monday evening until 8pm. When the practice is closed, patients are directed to the out of hours services by dialling the NHS 111 service.