

# Wigmore Medical Centre

## Inspection report

114 Woodside Road  
Wigmore  
Gillingham  
ME8 0PW  
Tel: 01634231752  
[www.wigmoremedicalcentre.co.uk](http://www.wigmoremedicalcentre.co.uk)

Date of inspection visit: 14 June 2022  
Date of publication: 29/06/2022

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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



# Overall summary

We carried out an announced comprehensive inspection at Wigmore Medical Centre on 2, 3 and 8 April 2019. The overall rating for the practice was Inadequate and the practice was placed into Special Measures.

After our inspection in April 2019 the practice wrote to us with an action plan outlining how they would make the necessary improvements to comply with the regulations.

We carried out an announced comprehensive inspection at Wigmore Medical Centre on 3 and 4 December 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 on 2, 3 and 8 April 2019. The overall rating for the practice was Requires Improvement. However, the responsive domain as well as all patient population groups was rated as Inadequate and the practice placed into Special Measures for a further period.

As our inspection on 3 and 4 December 2019 found that the provider had not fully met the Requirement Notices issued after the April 2019 inspection, we imposed conditions on Wigmore Medical Centre's registration with the Care Quality Commission. The conditions were:

1. The registered provider must not carry on any regulated activities at the branch surgery Hempstead Medical Centre, 144 Hempstead Road, Hempstead, Gillingham, Kent, ME7 3QE without the prior consent of the CQC and until such time as the following actions have been carried out at the branch surgery Hempstead Medical Centre, 144 Hempstead Road, Hempstead, Gillingham, Kent, ME7 3QE:
1. A fire risk assessment is carried out at the branch surgery Hempstead Medical Centre, 144 Hempstead Road, Hempstead, Gillingham, Kent, ME7 3QE by a relevantly qualified organisation external to the practice and action has been taken in response to all findings of the fire risk assessment;
1. Reasonable adjustments are carried out at the branch surgery Hempstead Medical Centre, 144 Hempstead Road, Hempstead, Gillingham, Kent, ME7 3QE to ensure that the premises comply with The Equality Act 2010.
1. A patient accessible toilet is installed at the branch surgery Hempstead Medical Centre, 144 Hempstead Road, Hempstead, Gillingham, Kent, ME7 3QE.

After our inspection in December 2019 the practice wrote to us with an action plan outlining how they would make the necessary improvements to comply with the regulations.

We carried out an announced comprehensive follow-up inspection on 27 November 2020 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 on 3 and 4 December 2019. The overall rating for the practice was Good and the practice was taken out of Special Measures.

At our inspection on 27 November 2020 we found that the provider was complying fully the conditions imposed upon them and was not delivering regulated activities from the branch surgery. However, these conditions remained in force as the provider had not yet carried out the necessary activities required to reopen the Hempstead Medical Centre branch surgery.

The full versions of the reports for the April 2019, December 2019 and November 2020 inspections can be found by selecting the 'all reports' link for Wigmore Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

# Overall summary

## Why we carried out this inspection:

We carried out an announced focussed inspection at Wigmore Medical Centre (attending only the branch surgery at Hempstead Medical Centre) on 14 June 2022 to confirm that the practice was continuing to meet the legal requirements in relation to the conditions imposed upon them and to establish if they had carried out the necessary activities required to reopen the branch surgery at Hempstead Medical Centre. This report covers findings in relation to those requirements and was not rated.

## How we carried out the inspection:

Throughout the 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 inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was in line with all data protection and information governance requirements.

This included:

- Requesting evidence from the provider.
- A short site visit.

Our judgement of the quality of care at this service is based 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.

## Our findings:

### The practice was not rated as a consequence of this inspection.

The provider had met the conditions imposed upon them after our inspection in December 2019 by:

- Keeping the branch surgery closed and not delivering any regulated activities there until permitted to do so by the Care Quality Commission.
- Having a fire risk assessment carried out at the branch surgery by a relevantly qualified organisation external to the practice and taking action in response to all findings.
- Making reasonable adjustments at the branch surgery to ensure that the premises complied with The Equality Act 2010.
- Installing a patient accessible toilet at the branch surgery.

As the conditions imposed upon the provider after our inspection in December 2019 have been met in full, we are removing these conditions so that regulated activities that the provider is registered with CQC for, may now be delivered at the branch surgery Hempstead Medical centre, 144 Hempstead Road, Hempstead, Gillingham, Kent, ME7 3QE.

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

# Overall summary

**Please refer to the detailed report and the evidence tables for further information.**

## Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector.

## Background to Wigmore Medical Centre

The registered provider is Wigmore Medical Centre.

Wigmore Medical Centre is located at 114 Woodside Road, Wigmore, Gillingham, Kent, ME8 0PW. The practice has a general medical services contract with NHS England for delivering primary care services to the local community.

As part of our inspection we visited the branch surgery Hempstead Medical Centre, 114 Hempstead Road, Hempstead, Gillingham, Kent, ME7 3QE.

Wigmore Medical Centre has a registered patient population of approximately 4,576 patients. The practice is located in an area with a lower than average deprivation score.

There are arrangements with other providers (MedOCC) to deliver services to patients outside of the practice's working hours.

The practice staff consists of two GP partners (both female), one salaried GP (male), one practice manager, one practice nurse (female), one phlebotomist as well as reception, administration and cleaning staff. The practice also employs locum GPs via an agency.

Wigmore Medical Centre is registered with the Care Quality Commission to deliver the following regulated activities: diagnostic and screening procedures; family planning; maternity and midwifery services; treatment of disease, disorder or injury.