

Windsor Medical Centre

Inspection report

2 William Street
Dewsbury
West Yorkshire
WF12 7BD
Website:

Date of inspection visit:
Date of publication: 21/11/2019

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 Windsor Medical Centre on 18 June 2019 as part of our inspection programme. Windsor Medical Centre was registered by the Care Quality Commission on 10 April 2017.

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 good for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice planned, organised, delivered and reviewed services to meet patients' needs.
- Patients could access care and treatment in a timely way.
- The practice had good facilities and was well equipped to treat patients and meet their needs.
- Information about services and how to complain was available. Improvements were made to the quality of care as a result of complaints and concerns.

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	Good	
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 and included a GP specialist advisor.

Background to Windsor Medical Centre

Windsor Medical Centre provides primary care services to 2,000 patients under a Personal Medical Services contract. The practice is located at 2 William Street, Leeds Road, Dewsbury, WF12 7BD, in purpose built premises with all patient services at ground level.

There is wheelchair access and parking for staff and patients. The majority of patients live within a three mile radius of the practice.

The area is in the fourth most deprived decile. Twenty four percent of patients are from black and minority ethnic (BME) populations and 6% of patients claim disability living allowance.

There is one female GP, a locum male GP, one female practice nurse, a female healthcare assistant, a practice manager and an administrative team.

The provider is registered with the Care Quality Commission (CQC) to deliver the following regulated activities; diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury and surgical procedures.

The practice is open between 8.30am and 6.30pm Mondays, Tuesdays, Wednesdays and Fridays. Appointments are from 8.45am and 11.45am every morning and Monday 2pm until 4:30pm, Tuesday, Wednesday and Friday 3pm until 5:30pm.

The practice is closed from 3pm on Thursday afternoons, cover is provided by a neighbouring GP practice.

Extended surgery hours are offered from 7am to 8.30am on Thursdays.

Out of hours services are provided by Local Care Direct and NHS 111.

The previously awarded ratings were on display in the practice and on their website.