

Wokingham Medical Centre

Inspection report

23 Rose Street
Wokingham
Berkshire
RG40 1XS
Tel: 01189784566

Date of inspection visit: 17 September 2019
Date of publication: 19/11/2019

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

Requires improvement 

Are services safe?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Requires improvement 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Wokingham Medical Centre on 17 September 2019 as the new provider took over the management of the practice in April 2019.

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 requires improvement overall and requires improvement for all population groups.

We found that:

- The practice provided care in a way that did not always keep patients safe and protected them from avoidable harm.
- There was a lack of oversight of authorisations to administer medicines (Patient Group Directions) and the monitoring of fridge temperatures.

- 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.
- Patients could not always access care and treatment in an appropriate way for their needs.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.
- The practice was innovative in the use of information technology systems to support patient care.

The area where the provider **must** make improvements are:

- Ensure the care and treatment of patients is appropriate, meets their needs and reflects their preferences.
- Ensure care and treatment is provided in a safe way to patients.

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	Requires improvement 
People with long-term conditions	Requires improvement 
Families, children and young people	Requires improvement 
Working age people (including those recently retired and students)	Requires improvement 
People whose circumstances may make them vulnerable	Requires improvement 
People experiencing poor mental health (including people with dementia)	Requires improvement 

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 Wokingham Medical Centre

Wokingham Medical Centre is located in the town centre of Wokingham and is managed by the partnership of Wokingham Medical Centre which is a division of a larger partnership called Modality.

The practice premises were purpose built and opened in 2014. The new building provides an accessible and modern practice with a broad range of facilities to meet patients' needs. It is open from 8am to 6.30pm and extended hours appointments are available on Monday and Wednesday evenings and on alternate Saturday mornings. The practice has approximately 240 patients (just over 1% of the registered list) living in local care homes. There is minimal deprivation according to national data. Approximately 23,300 patients are registered with the practice.

Care and treatment is delivered by six GP partners, two salaried GPs and long term locum GPs, with four male and four female GPs. There are 12 members of nursing staff including practice nurses, nurse practitioners and

health care assistants. The practice also employs two clinical pharmacists and two urgent care practitioners. There is a management team, administration and reception staff. When the practice is closed there are arrangements in place for patients to contact the local out of hours provider, Westcall.

All services are provided from Wokingham Medical Centre, 23 Rose Street, Wokingham RG40 1XS. More information about the practice can be found on their website at:

Wokingham Medical Centre is registered with the Care Quality Commission to provide the following regulated activities:

- Treatment of disease, disorder and injury
- Family planning
- Surgical procedures
- Maternity and midwifery and
- Diagnostic and screening procedures

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity

Diagnostic and screening procedures
Family planning services
Maternity and midwifery services
Surgical procedures
Treatment of disease, disorder or injury

Regulation

Regulation 9 HSCA (RA) Regulations 2014 Person-centred care

How the regulation was not being met...

The provider had failed to ensure effective systems were established to ensure access to services was appropriate for patients.

Regulated activity

Diagnostic and screening procedures
Family planning services
Maternity and midwifery services
Surgical procedures
Treatment of disease, disorder or injury

Regulation

Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment

How the regulation was not being met...

The provider had failed to ensure effective systems were established to ensure there was appropriate over site of authorisations to administer medicines (Patient Group Directions) and the monitoring of fridge temperatures.