

Ross Road Medical Centre

Inspection report

85 Ross Road
Maidenhead
Berkshire
SL6 2SR
Tel: 01628 623767
www.rossroadmedicalcentre.co.uk

Date of inspection visit: 12/03/2019
Date of publication: 08/04/2019

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 Ross Road Medical Centre on 12 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 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.
- 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.
- There was a focus on using audit to improve outcomes. The practice had completed 30 audits in the last year.

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

- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Monitor the changes made on the day of inspection to ensure they are effective and sustainable.
- Review the process of following up invitations to attend cancer screening to improve uptake of these screening programmes.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BS BM 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

The inspection team comprised a lead CQC inspector, a CQC GP specialist advisor and a second CQC inspector.

Background to Ross Road Medical Centre

Ross Road Medical Centre is located in a converted detached house in a small town in Berkshire. It holds a General Medical Services (GMS) contract to provide primary medical services to approximately 3,250 registered patients.

Care and treatment is provided by three GPs; one male partner, who is also the managing partner and two female GPs. They are supported by two practice nurses (both part time) and one health care assistant. There is a team of administration and reception staff. The two partners also work as GP trainers at a larger local practice nearby.

The practice has a lower proportion of patients over 50 years of age and higher than average proportion of registered patients in the age groups: 0 to 4 years and 25-49 years compared. The practice serves a population which is slightly more affluent than the national average. However, more deprived than the local average.

The practice takes an active role within the East Berkshire Clinical Commissioning Group (CCG) to develop services in the area.

The practice has opted out of providing out-of-hours services to its own patients. There are arrangements in place for patients to access care from an out-of-hours provider via 111.

We visited the practice location at Ross Road Medical Centre 85 Ross Road, Maidenhead, Berkshire, SL6 2SR.

Ross Road Medical Centre is registered with the CQC to provide:

Treatment of disease, disorder or injury

Family Planning

Maternity and midwifery services and

Diagnostic and screening procedures