

Chapel Medical Centre

Inspection report

Upton Hospital
Albert Street
Slough
Berkshire
SL1 2BJ
Tel: 03000 240001
www.thechapelmedicalpractice.org.uk

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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 Chapel Medical Centre on 20 February 2019 as part of our inspection programme. This was the first inspection of this service as the provider changed in September 2017 and registered with the CQC in November 2018.

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.

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.
- Review complaints processes to include details of the health ombudsman in patient correspondence.

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

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice.

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

This inspection was undertaken by a CQC inspector and a GP specialist advisor.

Background to Chapel Medical Centre

Chapel Medical Centre provides GP services to approximately 8,300 patients in Slough and some surrounding areas. The practice is operated from a purpose-built building within the grounds of Upton Hospital. It is co-located with a walk-in service, where patients with non-urgent conditions can be seen and treated the same day without an appointment.

Both Chapel Medical Centre and the walk-in service are provided by East Berkshire Primary Care Out of Hours Ltd (EBPCOOH). The GP practice was registered to provide regulated activities from the location with the CQC in November 2018, although EBPCOOH have been responsible for the day to day operation of the service since September 2017. During this inspection we only inspected the GP service.

The practice provides the following regulated activities:

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

The practice address is:

Chapel Medical Centre, Upton Hospital, Albert Street, Slough, SL1 2BJ.

The provider (EBPCOOH) has overall organisational responsibility for the practice and has several

departments within the organisation that assist the practice remotely. For example, a Human Resources department, complaints administrator and information governance lead. There is also a call centre primarily operated for other services provided by EBPCOOH. The call centre can accept calls for the practice when required.

The practice has five salaried GPs (three female and two male) who make a whole time equivalent (WTE) of 3.2 full time GPs. The nursing team is led by a nurse manager (WTE 1), with three practice nurses (WTE 2.5) and a full-time healthcare assistant. There is also a pharmacist (WTE 0.6). The day-to-day operation of the practice is overseen by a Practice Manager (in post since September 2018), a trainee Practice Manager, three administration staff and nine reception staff.

The patient population is diverse and in an area of medium deprivation. According to the Office of National Statistics there are 70% of patients from black and minority ethnic backgrounds and 22% from other white/European backgrounds. There is an 8% white British population. There are areas of high deprivation locally and some transient groups who do not often access healthcare services. In addition, there is a high number of new migrants in the area with limited knowledge or experience of accessing NHS healthcare.



The practice is open from 8am to 6.30pm Monday to Friday. Out of these core hours patients can access the out of hours service also provided by EBPCOOH.



The centre had recently introduced a new website for patients to access online services:
www.thechapelmedicalpractice.org.uk