

Wigmore Medical Centre

Inspection report

114 Woodside Road
Wigmore
Gillingham
ME8 0PW
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www.wigmoremedicalcentre.co.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 to people's needs?

Good 

Are services well-led?

Good 

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. The full comprehensive report on the April 2019 inspection can be found by selecting the 'all reports' link for Wigmore Medical Centre on our website at www.cqc.org.uk.

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. The full comprehensive report on the December 2019 inspection can be found by selecting the 'all reports' link for Wigmore Medical Centre on our website at www.cqc.org.uk.

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. This report covers findings in relation to those requirements.

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. The on-site inspection activity took place on 27 November 2020 and included inspection activities carried out remotely before and thereafter.

This practice is now rated as Good overall.

The key questions at this inspection are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Good

We rated the practice as **good** for providing safe services because:

- The provider had made further improvements to systems, practices and processes to help keep people safe and safeguarded from abuse.
- The provider had taken further effective action to adequately manage risks found at our last inspection in December 2019.

Overall summary

- Staff had the information they needed to deliver safe care and treatment. Individual care records, including clinical data, were now being written and managed in line with current guidance and relevant legislation.
- The provider had made further improvements to the arrangements for medicines management to help keep patients safe.
- The practice learned and made improvements when things went wrong.

We rated the practice as **good** for providing effective services because:

- Improvements implemented by the provider had been effective in ensuring that care and treatment were now being delivered in line with current legislation, standards and evidence-based guidance.
- The provider had taken effective action to adequately manage and improve performance that, at the time of our inspection in December 2019, fell below local and national averages.
- Staff had the skills, knowledge and experience to carry out their roles.
- Staff worked together and with other organisations to deliver effective care and treatment.
- Staff were consistent and proactive in helping patients to live healthier lives.
- The practice obtained consent to care and treatment in line with legislation and guidance.

We rated the practice as **good** for providing caring services because:

- Staff involved and treated patients with compassion, kindness, dignity and respect.
- National GP patient survey results demonstrated improvement in patients' satisfaction scores, all of which were now comparable with local and national averages.
- The provider had continued to identify patients on the practice list who were also carers to help ensure they were directed to various avenues of support available to them.
- The practice respected patients' privacy and dignity.

We rated the practice as **good** for providing responsive services because:

- The provider had complied with the conditions issued after the December 2019 inspection and was not delivering regulated activities at the branch surgery. They were in the final stages of making improvements at the branch surgery to help ensure it complied with The Equality Act 2010.
- Services were organised and delivered to meet patients' needs.
- Patients were able to access care and treatment from the practice within an acceptable time frame.
- The practice had a system to manage complaints and used them to help improve the quality of care.

We rated the practice as **good** for providing well-led services because:

- There was compassionate and inclusive leadership at all levels.
- The practice had a culture of high-quality sustainable care.
- Improvements to processes and systems supported good governance and management.
- The practice acted on appropriate and accurate information.
- The practice involved the public, staff and external partners to improve and sustain high-quality care.
- There were systems and processes for learning, continuous improvement and innovation.

The areas where the provider **should** make improvements are:

- Continue with plans to organise practical basic life support for relevant staff as soon as practicable.

Overall summary

- Continue with plans to schedule diabetes reviews for all housebound patients and activities relating to virtual or physical hypertension reviews for relevant patients.
- Continue to implement actions to reduce exemption reporting for patients with poor mental health.

I am taking this service out of special measures. This recognises the significant improvements made to the quality of care provided by this service.

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 at 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 at Hempstead Medical Centre, 144 Hempstead Road, Hempstead, Gillingham, Kent, ME7 3QE:
 1. A fire risk assessment is carried out at the branch surgery at 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 at 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 at Hempstead Medical Centre, 144 Hempstead Road, Hempstead, Gillingham, Kent, ME7 3QE.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

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

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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser and a second CQC Inspector.

Background to Wigmore Medical Centre

- The registered provider is Wigmore Medical Centre.
- Wigmore Medical Centre has a registered patient population of approximately 4,500 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 practice manager, one advanced nurse practitioner (female), one practice nurse (female), one phlebotomist as well as reception, administration and cleaning staff. The practice also employs locum GPs directly and 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.
- 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. The practice website address is www.wigmoremedicalcentre.co.uk.
- As part of our inspection we visited Wigmore Medical Centre, 114 Woodside Road, Wigmore, Gillingham, Kent, ME8 0PW where the provider delivers registered activities.