

Witterings Medical Centre

Inspection report

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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 The Witterings Medical Centre on 8 February 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 safe, effective, caring, responsive and well led. They have been rated as good for all population groups.

We rated the practice **good** because:

- The practice had systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- The practice had good facilities and was well equipped to treat patients and meet their needs. The premises were clean and hygienic.
- Risks to patients, staff and visitors were assessed, monitored and managed in an effective manner.
- The practice sought feedback from patients, which it acted on.
- Results from the national GP patient survey and feedback from patient comments cards showed high levels of patient satisfaction.
- Staff had the skills, knowledge and training they needed to carry out their roles effectively.

- There was a strong ethos of corporate social responsibility and the practice worked closely with patients' groups other organisations to provide a community 'hub'.
- The practice could refer vulnerable patients to a social prescriber, based at the practice who worked with individual patients to provide support on a range of issues such as loneliness, housing, employment and retraining, debt management and benefits.
- There was a strong emphasis of the wellbeing of staff. Staff felt valued and enjoyed working for the practice
- The practice was committed to continuous improvements and innovation and had implemented several quality initiatives.
- The practice had received a 'Mental Health Pace Setter' award from a national mental health charity and the local clinical commissioning group for the provision of information on postnatal depression to new parents.
- The practice had strong and visible clinical and managerial leadership and governance arrangements.

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

- Improve the uptake for cervical screening to ensure at least 80% coverage in line Public Health England screening targets.
- Review the quality of data submitted for childhood immunisations and ensure that reported rates are accurate.
- Work with the acute hospital trust and the GP practices in the locality to ensure that patients on anti-coagulant medicines are monitored appropriately.

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

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 practice manager specialist adviser.

Background to Witterings Medical Centre

The Witterings Medical Centre provides general medical services to the people living in the Witterings and the surrounding area. There are approximately 10,300 registered patients. The practice population has a higher than average number of patients over the age of 65. The percentage of registered patients suffering deprivation (affecting both adults and children) is lower than average for England.

The Witterings Medical Centre is run by six GP partners. There is one GP associate and one GP retainer (a GP retainer is a GP who is employed to provide flexible support). There are five female GPs and three male GPs.

There are two nurse practitioners, four practice nurses, three health care assistants, a team of receptionists, administrative staff, one practice manager and four senior managers.

The practice is situated in a purpose-built building which has been extended. Various other health services operate from the building including district nurses, health visitors, physiotherapists, dermatology clinics, counsellors and an osteopath

For information about practice services, opening times and appointments please visit their website at <http://www.witteringsmedicalcentre.co.uk/>