

Woosehill Medical Centre

Quality Report

Woosehill Medical Centre
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Woosehill
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Berkshire
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Website: www.woosehillsurgery.co.uk

Date of inspection visit: We have not revisited Woosehill Medical Centre as part of this review because they were able to demonstrate that they were meeting the standards without the need for a visit.

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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 service

Good



Are services caring?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Woosehill Medical Centre on 23 September 2016. The overall rating for the practice was good. However, the practice was rated requires improvement for the provision of caring services. We identified a breach in regulation relating to seeking, and acting upon, patient feedback in regard to the provision of caring services. At that time patient feedback was below national averages. The full comprehensive report on the September 2016 inspection can be found by selecting the 'all reports' link for Woosehill Medical Centre on our website at www.cqc.org.uk.

This inspection was an announced desk-based review carried out on 19 May 2017 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 23 September 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

The practice is now rated as good for provision of caring services and the overall rating of good remains unchanged.

Our key findings were as follows:

- The practice had conducted a patient satisfaction survey and received 124 responses.
- Feedback regarding provision of caring services showed improvement.
- The practice had appointed new GP partners and was expanding the clinical team to further improve services.
- Nurses we spoke to on the telephone were aware of the requirements for taking consent for patients aged under 16 in accordance with guidance and legal requirements.

The actions and improvements undertaken by the practice were now ensuring that requirements relating to provision of caring services were being met

Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services caring?

The practice had taken appropriate action and is now rated as good for the provision of caring services.

- The practice sought and acted upon patient feedback in regard to provision of caring services.
- Patient feedback received in March 2017 in relation to being treated with care, compassion and involvement in decisions about their care showed improvement since the last inspection.

Good



Woosehill Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

This desk based review was undertaken by a lead CQC inspector. We did not visit the practice because information supplied demonstrated improvement and compliance with regulations.

Background to Woosehill Medical Centre

Woosehill Medical Centre changed their registration with CQC in April 2016. The practice is run by a sole partner GP who employs a team of salaried GPs to deliver the services to patients.

The practice had undergone a significant change in personnel during the last two years. This has arisen due to retirements and resignations of the majority of the partners who were previously registered as the providers of the service. In addition there have been changes to the nursing and administration teams mostly arising from staff retiring.

The Medical Centre is purpose built and offers spacious and well equipped surroundings for the delivery of patient care to a registered population of approximately 12,400.

There are nine GPs at the practice. Five are female and four male. They are equivalent to approximately 6.25 full time GPs. The practice is in the process of adding three new partners to the team.

Currently one GP is on maternity leave and another will commence maternity leave from July 2017. The practice

has made cover arrangements for these GPs. There is a nurse practitioner, two practice nurses and two health care assistants. The practice is in the process of appointing a third practice nurse.

The Practice Manager and a team of 19 administration and reception staff provide the management and administration support to the GP and nursing team.

The age profile of the registered population shows a slightly higher than average number of patients in the age groups 0 to 9 years old and 35 to 59 years old. There are fewer than average numbers of patients registered aged over 65 years old. Nationally reported data shows little instance of income deprivation in the area and the registered population are predominantly white British.

The practice is open between 8am and 6.30pm Monday to Friday. Appointments are offered from 8am to 12pm every morning and from 2pm to 6pm every afternoon. The practice offers extended hours on four mornings each week from 7.30am to 8.00am (telephone consultations) and one evening a week from 6.30pm to 7pm. It is also open for Saturday clinics on two Saturdays each month from 9am to 11am

The practice delivers services to patients via a General Medical Services (GMS) contract. (A GMS contract is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract).

The practice has opted out of providing out of hours services to their patients. Out of hours services are provided by Westcall. The out of hours service is accessed by calling 111. There are arrangements in place for services to be provided when the surgery is closed and these are displayed at the practice and in the practice information leaflet.

All patient services are delivered from:

Detailed findings

Woosehill Medical Centre, Fernlea Drive, Wokingham, Berkshire, RG41 3DR

Why we carried out this inspection

We undertook a previous comprehensive inspection of Woosehill Medical Centre on 23 September 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good but provision of caring services was rated as requires improvement. The full comprehensive report following the inspection on Month Year can be found by selecting the 'all reports' link for Woosehill Medical Centre on our website at www.cqc.org.uk.

We undertook this desk-based focused inspection of Woosehill Medical Centre on 19 May 2017. This inspection was carried out to review in detail the actions taken by the

practice to improve the quality of care and to confirm that the practice was now meeting legal requirements. We have not revisited Woosehill Medical Centre as part of this review because they were able to demonstrate that they were meeting the standards without the need for a visit.

How we carried out this inspection

We carried out a desk-based focused inspection of Woosehill Medical Health Centre on 19 May 2017. This involved reviewing evidence that:

- The practice had sought and acted upon patient feedback in regard to the provision of caring services.

We also conducted telephone interviews with two members of the nursing team.

Are services caring?

Our findings

At our previous inspection on 23 September 2016, we rated the practice as requires improvement for providing caring services as below average patient feedback on provision of caring services had not been acted upon and the practice had not sought further feedback on these aspects of the service.

We found that the practice had sought and acted upon patient feedback when we undertook a desk based follow up inspection on 19 May 2017. Patient feedback had improved for a number of aspects of delivering caring services. The practice is now rated as good for providing caring services.

Kindness, dignity, respect and compassion

The practice had conducted a patient satisfaction survey over the course of two weeks in March 2017 following stabilisation of the GP team. The practice had identified that rapid change in the GP workforce had affected the perception of patients about the service they received. The survey received 124 responses from 396 forms sent out. This was equivalent to approximately 1% of the practice list. The practice had replicated the questions used in the national patient survey which was undertaken by an independent survey organisation.

Feedback from the practice survey showed improvement in patient opinion compared to that reported in July 2016.

- 82% of patients said that GPs gave them sufficient time during consultations. This was an 8% improvement from 2016 feedback to the same question.

- 88% of patients said the GPs were good at listening. This was an 11% improvement from the 77% positive response in 2016.
- 90% of respondents said they were treated with care and concern by the GPs which was a 25% improvement from the 65% positive feedback in 2016.

The practice continued to adapt and enhance services to further improve provision of service. For example continuity of care was enhanced because the GP workforce had been consolidated and three new partners had been recruited.

Care planning and involvement in decisions about care and treatment

The practice survey from March 2017 showed:

- 81% of patients said GPs were good at explaining tests and treatments which was a 3% improvement from the 78% in July 2016.
- 79% of respondents said GPs were good at involving them in decisions about their care and treatment which was a 16% improvement from the 63% in July 2016.
- The number of patients who said nurses were good at involving them in decisions about their care remained similar to the 76% reported in July 2016. We noted that the practice nurse team continued to undergo change with staff leaving and new recruitment underway.

These actions and improvements were now ensuring that requirements relating to provision of caring services were being met