

Wokingham Medical Centre

Inspection report

23 Rose Street
Wokingham
Berkshire
RG40 1XS
Tel: 01184020515
www.wokinghammedicalcentre.co.uk

Date of inspection visit: 11 December 2018
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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 responsive?

Good 

Overall summary

We carried out an announced focused inspection at Wokingham Medical Centre on 11 December 2018.

This inspection was undertaken because when we last inspected the practice in July 2018 we found the practice was not dealing with complaints in a timely and comprehensive manner. Consequently, the practice was found in breach of regulation. This led to the practice being rated as requires improvement for provision of responsive services whilst rated good overall.

We based our judgement of the responsiveness of 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 now rated this practice as good for providing responsive services because improvements had been

made in accordance with the action plan the practice sent us following the July 2018 inspection. The practice remains rated good overall and good for all population groups.

We found that:

- The practice had improved their response to complaints to meet their complaints policy and procedure.
- Complaints were dealt with in a timely way and the practice identified and shared learning from complaints.
- The practice encouraged patient feedback and was developing a working relationship with a recently formed patient participation group.

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

Due to the focused nature of this inspection it was undertaken by a lead CQC Inspector.

Background to Wokingham Medical Centre

Wokingham Medical Centre is located in the town centre of Wokingham and is managed by the partnership of Wokingham Medical Centre which is a division of a larger partnership called Modality.

The practice premises were purpose built and opened in 2014. The new building provides an accessible and modern practice with a broad range of facilities to meet patients' needs. It is open from 8am to 6.30pm and extended hours appointments are available each weekday and on alternate Saturday mornings.

The practice has approximately 240 patients (just over 1% of the registered list) living in local care homes. There is minimal deprivation according to national data. Approximately 23,300 patients are registered with the practice.

Care and treatment is delivered by eight GP partners, one salaried GP and long term locum GPs, with six male and

six female GPs. There are 12 members of nursing staff including practice nurses, nurse practitioners and health care assistants. There is a management team, administration and reception staff.

When the practice is closed there are arrangements in place for patients to contact the local out of hours provider, Westcall.

All services are provided from Wokingham Medical Centre, 23 Rose Street, Wokingham RG40 1XS. More information about the practice can be found on their website at: .

Wokingham Medical Centre is registered with the Care Quality Commission to provide the following regulated activities:

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