

Woosehill Medical Centre

Inspection report

Fernlea Drive
Wokingham
RG41 3DR
Tel: 01189740834
www.woosehillsurgery.co.uk

Date of inspection visit: 13 July 2023
Date of publication: 16/08/2023

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 Woosehill Medical Centre in April 2022. The overall rating for the practice was requires improvement, specifically for the provision of safe and well-led services and rated good for effective, caring and responsive services. We found a breach of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and issued a Requirement Notice.

We carried out an announced focused inspection in July 2023 to determine if the breach of regulation had been addressed following the inspection in April 2022 and found improvements had been made.

Following this inspection, we have provided a new overall rating of Good and the key questions have been rated as:

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

The full reports for previous inspections can be found by selecting the 'all reports' link for Woosehill Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection to follow up concerns and breaches of regulation from a previous inspection. This was a focused inspection which included the key questions safe, effective, well-led and responsive.

How we carried out the inspection/review

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included :

- Conducting staff interviews using video conferencing.
- Completing remote clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.
- Speaking to members of the patient participation group.

Our findings

We based our judgement of the quality of care at this service on a combination of:

Overall summary

- 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 found that:

- The provider had been responsive to the findings of our previous inspection, and we found improvements in systems and processes to manage patient safety alerts, high risk medicines monitoring and infection prevention and control training.
- There were systems in place to safeguard children and vulnerable adults from abuse and staff we spoke with knew how to identify and report safeguarding concerns.
- Patients received effective care and treatment that met their needs.
- The practice did not have an effective process in place to ensure all non-clinical staff had received the appropriate vaccinations to keep themselves and patients safe.
- The practice had reviewed their appointment booking system and offered more face-to-face appointments.
- Staff helped patients to live healthier lives.
- All staff training was completed in line with provider's policy.
- Leaders were approachable and supportive.
- The practice had made improvements to systems and processes to ensure good governance in accordance with the fundamental standards of care.

The provider **should**:

- Continue embedding systems and processes to ensure proper and safe management of patients with potential undiagnosed or exacerbations of long term conditions.
- Continue to embed systems for monitoring the Medicines and Healthcare products Regulatory Agency (MHRA) safety alerts.
- Review all Patient Group Directions to ensure they adhere to national guidance.

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

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector and a second inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team also included a GP specialist advisor who spoke with staff using video conferencing facilities and completed remote clinical searches and records reviews without visiting the location.

Background to Woosehill Medical Centre

Woosehill Medical Centre is located at:

Fernlea Drive

Wokingham

RG41 3DR

The provider is registered with CQC to deliver the following Regulated Activities:

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

The practice is situated within the Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of approximately 16000 patients. Woosehill Medical Centre is purpose built and offers spacious and well-equipped surroundings for the delivery of patient care as part of a contract held with NHS

England.

The practice is part Woosehill and Crowthorne Primary Care Network (PCN).

The practice provides medical services to the local community including residents at a local care home. The practice is located in Wokingham with a small ethnic minority population (8%) with most of the patients coming from a white background (92%). This area of Wokingham has low levels of income deprivation.

The practice clinical team consists of 2 GP partners, 8 salaried GPs, a lead nurse practitioner, 2 practice nurses and 2 health care assistants. The PCN employs 2 paramedics and a clinical pharmacist who support patients at the practice. The practice is registered as a training practice for doctors who are training to become GPs. At the time of the inspection there were 2 trainee GPs attached to the practice. The clinical team are supported by a practice manager, a Quality and Outcomes Framework lead, a business manager, human resources/reception manager and a team of administration and reception staff.

The practice is open between 8am and 6.30pm Monday to Friday. Appointments are offered during all opening hours. The practice offers extended hours on 4 mornings each week from 7.30am to 8am (telephone consultations) and 1 evening a week from 6.30pm to 8pm. It is also opens for Saturday clinics once a month from 9am to 1pm.

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.