

Westwood Road Health Centre

Inspection report

66 Westwood Road
Tilehurst
Reading
RG31 5PR
Tel: 01189427421
www.thewestwoodroadpractice.co.uk

Date of inspection visit: 18 September 2023
Date of publication: 16/10/2023

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 Westwood Road Health Centre on 18 September 2023. Overall, the practice is rated as Good.

We rated the following key questions 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 Westwood Road Health Centre on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection in response to concerns reported to us.

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 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 the Patient Participation Group.

Our findings

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 found that:

Overall summary

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Recruitment checks were carried out in accordance with regulations.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- There was compassionate and inclusive leadership and had an effective process for managing risks.

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

- Continue efforts to improve the uptake of childhood immunisations and cervical screening programme.
- Continue to strengthen the systems of accountability to support good governance and management, including processes to monitor and record the cold chain monitoring and the Patient Group Directions (PGDs).

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 who spoke with staff using video conferencing facilities and undertook a site visit. A second inspector also attended the site visit. The team 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 Westwood Road Health Centre

Westwood Road Health Centre is located in Reading at:

66 Westwood Road

Tilehurst

Reading

Berkshire

RG31 5PR

The practice has a branch surgery at:

Overdown Road

6 The Colonnade

Overdown Road

Tilehurst

Reading

RG31 6PR

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.

The practice offers regulated activities from the main practice only. The branch surgery is currently not in use.

The practice is situated within the Buckinghamshire, Oxfordshire and Berkshire West Integrated Care System and is part of the Tilehurst Primary Care Network.

Information published by the Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the second lowest decile (2 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 57% Asian, 21% White, 15% Black, 4% Mixed, and 3% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

The practice has 1 lead GP who is supported by regular locum GPs. There are 2 nurses who provide nurse-led clinics for long term conditions. The practice is supported by a team of reception/administration staff, a health care assistant and phlebotomist. The PCN also provide a range of staff to support patients which includes a paramedic, care coordinator and a pharmacist. The practice manager is based at the main location to provide managerial oversight.

The practice is open between 8.00am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance nurse appointments.

Extended access is provided 2 days a week where late evening appointments are available until 8.30 pm. Out of hours services are provided by NHS 111 and WestCall.