

Woodside Health Centre

Inspection report

Wensley Green
Woodside
Telford
TF7 5NR
Tel: 01952586691

Date of inspection visit: 7 December 2021
Date of publication: 07/01/2022

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 to people's needs?

Inspected but not rated



Overall summary

We carried out an unannounced inspection at Woodside Health Centre on 7 December 2021. This inspection was focused on the management of access to appointments.

Overall, the practice remains rated as Good.

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

Why we carried out this inspection

This inspection was undertaken in response to data we reviewed which suggested potential issues with access to appointments.

How we carried out the inspection

Interviews were carried out with a GP partner and an administrator/receptionist in addition to observations made of patients' experiences of accessing appointments.

We found that:

- People were able to access appointments in a timely way.
- Patients were able to make appointments in a way which met their needs.
- Patients with most urgent needs had their care and treatment prioritised.
- The practice offered a range of appointment types.
- There were systems in place to support people who face communication barriers to access treatment.
- There were systems in place to monitor access to appointments and make improvements.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

The inspection was led by a CQC lead inspector, supported by a second inspector.

Background to Woodside Health Centre

Woodside Health Centre is located in Telford, Shropshire at:

Wensley Green

Woodside

Telford

Shropshire

TF7 5NR

The practice opening times are Monday to Friday 8.30am to 6pm. Phone lines open at 8am. Extended access is provided on a Saturday between 08.30 and 12 noon. Out of hours services are provided by Shropshire Doctors Co-operative Ltd (Shropdoc).

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

The practice offers services from this location only.

The practice is situated within the NHS Shropshire, Telford & Wrekin Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS). This is part of a contract held with NHS England. At the time of our inspection the practice had approximately 6,400 registered patients.

The practice is part of the South East Telford Primary Care Network (PCN) a wider network of three GP practices working together to focus local patient care.

Information published by Public Health England shows that deprivation within the practice population group is in the first lowest decile (one 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 95.2% White, 1.7% Asian, 0.8% Black, 2.2% Mixed and 0.2% other.

The practice has more patients registered from birth to 39 but fewer patients aged over 44 compared with local and national averages. The number of male patients registered at the practice is comparable to the number of female patients registered.

The practice team consists of three GP partners, one salaried GP, two practice nurses, one practice manager supported by a team leader, three administrators/receptionists, a secretary and two domestic staff.

Patients were offered a choice of appointments. Most appointments were either face-to-face or telephone consultations depending on clinical need and patient's own preference.

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