

Strawberry Hill Medical Centre

Inspection report

Old Bath Road
Newbury
Berkshire
RG14 1JU
Tel: 01635 917917
www.strawberryhillmedicalcentre.co.uk

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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 safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Outstanding 

Overall summary

We carried out an announced comprehensive inspection at Strawberry Hill Medical Centre on 2 May 2019 as part of our inspection programme.

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 have rated this practice as good overall.

We rated the practice as good for providing safe, effective, caring and responsive services and outstanding for providing well-led services.

We rated patients with long-term conditions as requires improvement for effective which made this population group requires improvement overall.

We rated the population group people whose circumstances may make them vulnerable as outstanding for effective and responsive services.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff responded to patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. 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, inclusive and effective leadership at all levels and the practice had a clear vision and strategy to provide high quality care.
- The practice worked with other agencies and with the multi-disciplinary team within the practice to ensure patients whose circumstances make them vulnerable were identified and had access to quality care and treatment.

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

Population group ratings

Older people	Good 
People with long-term conditions	Requires improvement 
Families, children and young people	Good 
Working age people (including those recently retired and students)	Good 
People whose circumstances may make them vulnerable	Outstanding 
People experiencing poor mental health (including people with dementia)	Good 

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and an observing GP specialist advisor.

Background to Strawberry Hill Medical Centre

Strawberry Hill Medical Centre opened in April 2016, following the merger of two Newbury practices, St Marys Road Surgery and Northcroft Surgery.

The provider is registered with CQC to deliver the following regulated activities;

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

The new practice is situated in a building which has been converted to provide modern healthcare facilities with the space and opportunity to expand the practice and community services for patients. The practice is located near the centre of Newbury with easy access from the town centre and surrounding villages. The services of the practice are spread over three floors with consultation and treatment rooms on the ground and first floor, with a minor surgery room on the second floor. All services and facilities are easily accessible to all patients.

The practice has approximately 21,742 patients, with an age profile similar to national averages. Patients from the practice are mainly White British with a small percentage being from other ethnic backgrounds. The overall level of

deprivation in the practice area is lower than national averages, however there are pockets of higher deprivation in some areas of Newbury. The practice has nine GP partners and one salaried GP (six female and four male). The nursing team includes two nurse practitioners, four practice nurses and a health care assistant. Clinicians are supported by a large administration and management team which consists of a practice manager, a deputy practice/finance manager, a registration manager and a team of administrators, secretaries and receptionists.

Strawberry Hill Medical Centre is a teaching practice for training GPs and physician associates. As a teaching practice they are also able to support medical students and community nurses.

The practice is open 8am – 6.30pm Monday to Friday. Extended hours appointments are also available via the local alliance. The practices in the local alliance take it in turns to host these sessions during weekday evenings until 8pm and at weekends. Services for patients outside of these hours are provided by Westcall, an out of hours service which provides support and advice for patients between 6.30pm and 8am on weekdays, all weekend and on bank holidays.