

Wokingham Medical Centre

Inspection report

23 Rose Street
Wokingham
RG40 1XS
Tel: 01189784566

Date of inspection visit: 09/08/2021
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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 to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced comprehensive inspection on 9 August 2021 to confirm that the provider had met the legal requirements in relation to the breaches of regulation, which were issued due to concerns identified at the previous inspection in September 2019, and to provide a re-rating of the location.

As a result of this inspection, the service was rated as good overall and good for all population groups.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 17 September 2019, the practice was rated as requires improvement and we issued requirement notices under Regulation 9 (person centred-care) and Regulation 12 (safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

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

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting documentary evidence from the provider
- A short site visit

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

Overall summary

- information from the provider, patients, the public and other organisations.

We have rated this practice as good overall and good for all population groups.

We found that:

- The practice had continued to make improvements since our previous inspection in September 2019.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. This included involvement in the national programme of vaccinating the population against Covid-19.
- The practice had made improvements to its oversight and monitoring of fridge temperatures and authorisations to administer medicines (Patient Group Directions).
- 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.
- There were clear and effective processes for managing risks, issues and performance.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care

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

- Continue to monitor and improve the patient satisfaction on access to the practice.
- Continue to monitor the uptake of cervical screening to meet the national target of 80%.

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	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

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

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 part of the Wokingham Division of Modality Partnership, a national super-partnership.

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 on Monday and Wednesday evenings, Tuesday and Thursday mornings 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 22,900 patients are registered with the practice.

Care and treatment is delivered by eight GP partners and one salaried GP with four male and four female GPs. The practice is a training practice and hosts between two to five GP Registrars and Physician Associate students. There are nine members of nursing staff including two advanced nurse practitioners, four practice nurses and three health care assistants. The practice also employs two clinical pharmacists, two physician associates and one urgent care practitioner. 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.

The practice is part of a wider network of GP practices, this is known as a Primary Care Network (PCN). Wokingham Medical Practice is a member of East Wokingham PCN along with three other practices.

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: <https://www.wokinghammedicalcentre.co.uk/>

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