

Woodingdean Medical Centre

Inspection report

Warren Road
Woodingdean
Brighton
BN2 6BA
Tel: 01273307555

Date of inspection visit: 27 July 2022
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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 responsive to people's needs?		Inspected but not rated	
Are services well-led?		Good	

Overall summary

We carried out an announced inspection at Woodingdean Medical Centre on 27 July 2022. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - not inspected

Responsive – inspected access questions only (not rated)

Well-led - Good

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

Why we carried out this inspection

The practice was part small sample of practices currently rated Good and Outstanding we inspected to confirm the robustness our direct monitoring approach. This inspection was a comprehensive inspection that focused on the following key questions: -

- Safe
- Effective
- Responsive (access questions only)
- Well-led

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, considering 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 evidence from the provider
- A short site visit
- A staff questionnaire

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 have rated this practice as Good overall.

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 dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice had an active patient participation group and patient views were acted on to improve services and culture.
- Patients could access care and treatment in a timely way.
- Staff felt supported by their managers.
- Staff had the training and skills required and were encouraged to develop in their role.
- 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**:

- Improve childhood immunisation rates so that the minimum 90% target is met for all five indicators.
- Improve cervical screening rates so that the UKHSA 80% coverage target is met.
- Continue to review patient access to appointments and ease of getting through on the phone.
- Continue work to ensure all patients with a potential missed diagnosis are monitored and reviewed.

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 Hospitals and Interim Chief Inspector of Primary Medical Services

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. The team included a GP specialist who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Woodingdean Medical Centre

Woodingdean Medical Centre is in the city of Brighton and Hove at:

Warren Road

Woodingdean

Brighton

East Sussex

BN2 6BA.

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 both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is situated within the Sussex Health and Care Integrated Care System (ICS) and delivers General Medical Services (**GMS**) to a patient population of about 9000. This is part of a contract held with NHS England.

The practice is part of the East & Central Brighton Primary Care Network of nine GP practices.

Information published by the UK Health Security Agency shows that deprivation within the practice population group is in the seventh highest decile (seven out of 10). The higher the decile, the less deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 94% white, 1.6% asian, 2.5% mixed, 0.7% black and 0.8% other.

There are two GP partners and seven salaried GPs. The practice has a team of two practice nurses, one health care assistant and one phlebotomist. The GPs are supported by a practice manager, a business administrator and a team of reception and administration staff.

For more information on opening times and services provided visit: <https://www.woodingdeanmedicalcentre.co.uk>

Extended access is provided locally by a federation of GPs, where late evening and weekend appointments are available. Patients requiring a GP outside of normal working hours are advised to contact the NHS 111 service where they will be given advice or directed to the most appropriate service for their medical need.