

Datchet Health Centre

Inspection report

Green Lane
Datchet
Slough
Berkshire
SL3 9EX
Tel: 01753 541268
www.datchetdoctor.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 well-led?

Good 

Overall summary

We carried out an announced focused inspection of **Datchet Health Centre** on **5 June 2019** to follow up on a breach of regulation found during a comprehensive inspection in May 2018.

Prior to this inspection we carried out an annual regulatory review (ARR) to determine if there had been any significant changes in the quality of patient care since the last inspection. The ARR identified no concerns or changes in quality and we therefore made the decision to follow up on the breach of regulation only at this inspection

This inspection looked at the following key question:

- Well Led

To make our judgement we spoke with the deputy practice manager, two members of the reception and administration team and reviewed documents relating to the governance of the service.

We have rated this practice as good for providing Well led services.

We found that:

- Governance arrangements had been reviewed to ensure staff training was effectively monitored and staff remained up to date with essential training.
- The practice had reviewed fire safety risks and carried out a fire drill in January 2019. There was a programme of future fire drills planned.
- The practice had reviewed their complaints processes to identify where there were gaps in acknowledgement timescales and escalation to external stakeholders.
- The health status of new staff had been reviewed to identify any reasonable adjustments.

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

Our inspection team

This inspection was carried out by a CQC inspector.

Background to Datchet Health Centre

Datchet Health Centre is a purpose built practice which has been located on the current site since 1984. The health centre was rebuilt in 2000 and has subsequently been extended to provide services to a larger patient population (currently approximately 10,300). It is one of 16 practices in the Windsor, Ascot and Maidenhead local area and is a member practice of East Berkshire Clinical Commissioning Group.

There are two GP partners at the practice, a salaried GP and two long term locum GPs. Between them they offer 27 sessions per week with an additional eight sessions covered by other locum GPs. The practice employs a full-time advanced nurse practitioner, six practice nurses (offering a whole time equivalent (WTE) of 3 full-time staff), two paramedic practitioners (WTE 1.5) and two health care assistants (WTE 1).

The practice is currently recruiting for a permanent practice manager and the day-to-day operations are being overseen by the deputy practice manager supported by the GP partners. There is a large team of administrative, secretarial and reception staff. Services are provided via a General Medical Services (GMS) contract (GMS contracts are negotiated nationally between GP representatives and the NHS).

Datchet Health Centre is accredited to provide training for qualified doctors who are preparing to become GPs. The practice received a visit for the accrediting body in 2014 and is approved to continue as a training practice. There is currently one GP trainee working at the practice.

The practice is situated in an area of low deprivation although there are areas of known high deprivation within the practice boundary. The population is predominantly white British with approximately 20% of patients from a black, Asian or other minority ethnic backgrounds.

The practice offered the following regulated activities:

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

All regulated activities and services are provided from:

Datchet Health Centre,
4 Green Lane,
Slough,
Berkshire,
SL3 9EX

Patients can access online services and information from the practice website: www.datchetdoctor.co.uk

The practice has opted out of providing out of hours services to their patients. Out of hours services are provided by East Berkshire out of hours via NHS 111. There are arrangements in place for services to be provided when the surgery is closed and these are displayed at the practice, in the practice information leaflet and on the patient website.