

Shinfield Health Centre

Inspection report

School Green
Shinfield
Reading
Berkshire
RG2 9EH
Tel: 0118 931 3515
www.srssurgery.co.uk

Date of inspection visit: 19 June 2019
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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

Are services responsive?

Good



Overall summary

We carried out an announced follow up inspection at Shinfield Health Centre on 14 March 2018. The overall rating for the practice was good. The practice was rated as requires improvement for providing responsive services.

The report on the March 2018 inspection can be found by selecting the 'all reports' link for Shinfield Health Centre on our website at .

This inspection was an announced focused inspection carried out on 19 June 2019 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as good and is rated as good for providing responsive services.

Our key findings were as follows:

- The practice had implemented an action plan to respond to low patient satisfaction regarding access and appointments at Shinfield Health Centre.
- Actions had been taken in accordance with this action plan and in-house surveys were completed to assess the effectiveness of these changes.
- Patient satisfaction regarding accessing the practice and appointment availability had improved.

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 undertaken by a CQC lead inspector.

Background to Shinfield Health Centre

Shinfield Health Centre is one of two locations managed by South Reading and Shinfield Group Medical Practice. South Reading Surgery has a different contract arrangement to Shinfield Health Centre. The provider shares policies and procedures and staff work across both sites. Patients registered at Shinfield Health Centre can be seen at South Reading Surgery if they prefer or if an earlier appointment is available.

Shinfield Health Centre is located within a purpose-built health facility. The building is shared with a dental practice. Shinfield village is a ward of Wokingham in Berkshire but has closer links to Reading. The village is expanding with significant housing developments under construction close to the practice. There are approximately 3,700 patients registered at the practice and these are predominantly in younger age groups. There are significantly fewer than average patients registered over the age of 65. Nationally reported data shows that income deprivation within the registered population is at six on a 10 point national scale (one being areas of highest deprivation and 10 the lowest).

The practice holds an Alternative Provider Medical Services (APMS) contract (An APMS contract is a locally negotiated contract open to NHS practices, voluntary sector and private providers).

Most staff work at both South Reading Surgery and Shinfield Health Centre because both practices are managed by the same partnership. There are three female GPs (two are partners) and a mix of regular locum GPs. The GPs split their time between the practices and offer 11 sessions at South Reading Surgery. This is equivalent to approximately 3.46 whole time GPs. The practice nurse currently works the equivalent of three days at South Reading Surgery and there is a health care assistant (HCA) at the practice every day. The practice employs a clinical pharmacist who works three days each week split between the practice sites. The practice manager is supported in the day to day running of the practice by a team of 11 administration and reception staff.

Services are provided from: Shinfield Health Centre, School Green, Shinfield, Reading, Berkshire, RG2 9EH.