

Mayflower Medical Group - Stirling Road

Inspection report

Stirling Road
Plymouth
PL5 1PL
Tel:

Date of inspection visit: 8 and 9 December 2022
Date of publication: 10/02/2023

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 at Mayflower Medical Group on 8 and 9 December 2022.

Overall, the practice is rated as Good

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Mayflower Medical Group was taken over on 1 April 2022 by a new provider called “Livewell Primary Care Group Limited”. Livewell Primary Care Group Limited are registered with the Care Quality Commission (CQC). This is the first inspection since the new provider (Livewell Primary Care Group Limited) registered with CQC.

We previously inspected the location under a different provider. Details of this inspection and the reports from inspections under the previous provider can be found by selecting the ‘all reports’ link for Mayflower Medical Group on our website at www.cqc.org.uk

Why we carried out this inspection.

We carried out this inspection in line with our inspection priorities as it was Mayflower Medical Groups first inspection since the new provider Livewell registered with CQC.

How we carried out the inspection.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice’s patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A two day site visit.
- A pre-site visit staff questionnaire

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

We found that:

Overall summary

- There was an open and transparent approach to patient safety and an effective new system for reporting and recording significant events, incidents and complaints.
- 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.
- 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 a clear leadership and governance structure and staff felt supported by management.
- There was a dedicated quality improvement lead and a lead for managing safety alerts.
- There was a clear embedded process for the distribution and action of safety alerts.
- Published results showed the childhood immunisation uptake rates were above the 90% minimum target.

We found the following areas of **outstanding practice**:

- The new provider had installed a new computer system for the recording of significant events, incidents, complaints and compliments which was called “InPhase”. The system was able to link trends and themes to identify similar issues which enabled the practice to make improvements where required. Learning is based on a thorough analysis and investigation of things that go wrong. All staff are encouraged to participate in learning to improve safety as much as possible, including working with others in the system and where relevant participating in local and national safety programmes. External agencies recognise the practice’s innovative use of technology and are looking to integrate this model across Devon.
- All staff are open and transparent, and fully committed to reporting incidents and near misses. The level of quality of incident reporting shows the levels of harm and near misses, which ensures a robust picture. Every incident that is reported is individually reviewed or investigated and actions taken. The practice had introduced a panel who met monthly to review specific learning from the patient safety events (LFPSE). The panel is made up of senior clinicians and identifies learning and improvement from events that have a harm rating of moderate or above or have been reported as a Notifiable Safety Incident. Low or no harm events are categorised according to themes. The LFPSE panel determine the action plans, and feed down to the clinical meetings and report back to LPSE panel when actions are completed.

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 and a second CQC inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team 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 Mayflower Medical Group - Stirling Road

Mayflower Medical Group is located in Plymouth at:

Mayflower Medical Group

Stirling Road

Plymouth

PL5 1LP

The practice has five branch surgeries at:

Ernesettle Medical Centre

Ernesettle Green

Plymouth

PL5 2ST

Mount Gould Medical Centre

200 Mount Gould Road

Plymouth

PL4 7PY

Trelawny GP Surgery (currently closed)

45 Ham Drive

Plymouth

PL2 2NJ

Mannamead Surgery

22 Eggbuckland Road

Mannamead

Plymouth

PL3 5HE

Collings Park Surgery

57 Eggbuckland Road

Hartley

Plymouth

PL3 5JR

We visited Mayflower Medical Centre - Stirling Road and Ernesettle Medical Centre as part of this inspection.

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. These are delivered from all five sites.

The practice offers services from the main practice and five branch surgeries. Patients can access services at all surgeries.

The practice is situated within the Devon Integrated Care System (ICS) and delivers Alternative Provider Medical Services (APMS) to a patient population of about 35,000. Mayflower Medical Group has evolved over the last five years and the practice is exclusively a salaried service. The practice became a Primary Care Network (PCN) in 2019. Mayflower Medical Group is now run by Livewell Primary Care Group Limited, a subsidiary company of Livewell Southwest.

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (two of 10). The lower the decile, the more deprived the practice population is relative to others.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There are a team of 13 GPs and a team of remote GPs. The practice team also consisted of advanced nurse practitioners, practice nurses, specialist nurse's healthcare assistants, paramedics, pharmacists and pharmacy technicians. They were supported by physician associates, musculoskeletal (MSK) practitioners, health and well-being coaches and social prescribers. There was also a management team, administrators, patient co-ordinators, and medical secretaries.

The practice is open between 8am to 6pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Out of Hours service provision could be accessed via NHS111.