

# Central Medical Centre

## Inspection report

St Martins Street  
Peterborough  
PE1 3BF  
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[www.millfieldmedicalcentre.co.uk](http://www.millfieldmedicalcentre.co.uk)

Date of inspection visit: 5 July 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 inspection at Central Medical Centre on 5 July 2021. Overall, the practice is rated as Good

The key questions are rated as;

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 22 November 2017, the practice was rated Good overall and for all key questions but was rated as requires improvement for providing caring services.

The full reports for previous inspections can be found by selecting the 'all reports' link for Central Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## **Why we carried out this inspection.**

This inspection was a comprehensive review of information with a site visit.

The focus of the inspection included:

- Inspection of all key questions.
- Areas followed up included 'shoulds' identified in previous inspection

## **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 evidence from the provider
- A short site visit
- Conducting patient and care home representatives' interviews using telephone conferencing.

## **Our findings**

# Overall summary

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 have rated this practice as Good overall and good for all population groups except the population group of people experiencing poor mental health (including people with dementia) which we have rated as requires improvement.**

**We have rated the population group of people experiencing poor mental health (including people with dementia) as requires improvement because the practice did not evidence that cohesive care plans were available for some patients.**

At this inspection 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. The practice was fully aware of their diverse population and the higher number of patients who did not have English as their first language.
- The practice did not have cohesive care plans for all patients who maybe experiencing poor mental (including Dementia).
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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-centred care.

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

- Improve the system and process to provide and evidence cohesive care plans for people who maybe experiencing poor mental health (including those with dementia).
- Continue to encourage patients to attend/take part in the national cancer screening programmes.
- Continue to look at ways to increase childhood immunisation performance by encouraging parents/guardians to have their children immunised.

**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)	Requires Improvement	

## 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 advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Central Medical Centre

Central Medical Centre is located in the city of Peterborough at:

St Martins Street, Peterborough, Cambridgeshire, PE1 3BF

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 is situated within the Cambridge and Peterborough Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 13,500. This is part of a contract held with NHS England.

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.

According to the latest available data, the ethnic make-up of the practice area is 30% Asian, 63% White, 2.5% Black, 3% Mixed, and 1.5% Other.

There is a team of two GP partners (one female and one male) and three locum GPs who provide regular sessions. The practice has two nurse practitioners and two practice nurses and three health care assistants. There is a General and a practice manager and a team of administrators, secretary and receptionists.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment.

Extended access is provided locally by the local GP Federation of which the practice is a member, where late evening and weekend appointments are available. Out of hours services are provided by Herts Urgent Care.