

Munro Medical Centre

Inspection report

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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Munro Medical Centre on 28 March 2019 as part of our inspection programme.

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.

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 organised and delivered services to meet patients' needs. 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.

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

- Review arrangements in respect of safeguarding to ensure the safeguarding lead has full access rights to the practice patient record system. Additionally, ensure entries are made in the patient record of safeguarding discussions.
- Embed the arrangements for the oversight of the prescribing practice of non-medical prescribers.
- Improve the quality of clinical record-keeping so that it is clear what has been actioned or discussed during medication reviews.
- Improve the consistency of analysis of significant events to ensure all opportunities for learning are identified.

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)	Good 

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor, a practice manager specialist advisor and a CQC pharmacist specialist.

Background to Munro Medical Centre

Munro Medical Centre, is located in Spalding, a South Lincolnshire market town covering an area of some 100 square miles with a population of around 35,000 people. The practice provides GP services under a General Medical Services (PMS) contract to 20,490 patients in the town and surrounding area. The principle employment of people living in the locality are horticulture, food processing and logistics.

The practice was established in 1919 and moved to its current purpose-built premises in 1996. The building has been further extended in 2010 and improved to meet the needs of patients. The practice has a branch surgery in the nearby village of Pinchbeck which at the time of inspection was not used for patient consultations but was open twice a week to allow patients to drop off repeat prescriptions and collect their medication. We did not visit this during the course of the inspection.

The practice has one GP partner, one nurse partner, two full-time salaried GPs, one long-term locum GP, four full-time advanced paramedic practitioners, two full-time and three part-time practice nurses and six health care assistants. They are supported by a team of administrators, receptionists, dispensers, and managerial staff. In all the staff total 66.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

It is a GP training practice.

The patient population has a relatively low deprivation score lying in the seventh centile, with the first centile being the highest level of deprivation and the tenth being the lowest level.

There were pockets of deprivation within the practice population, particularly associated with migrant workers and their families. The age profile of the practice showed that 20% of the patient population was aged 65 or over. 14% of the patient list were from Eastern European, with half of the young families registered with the practice also being from Eastern Europe.

The practice is located over two floors, though all areas accessed by patients were located on the ground floor.

The surgery was open from 8 am until 8pm Monday to Thursday and from 8 am until 6.30pm on Friday. The practice was also open from 9am to 12 noon on Saturdays and Sundays. On Wednesday the surgery closed from 12.30 to 1.30 pm for staff training.

The CCG has commissioned an extended hours service which is provided by Munro Medical Centre and allows their own and patients patients from other Spalding practices to make pre-bookable non-urgent appointments between 6.30pm and 8pm Monday to Thursday **and** 9am to 12pm on Saturdays and Sundays.

It is a dispensing practice, providing dispensing services to around 3,000 eligible patients.

The practice lies within the NHS South Lincolnshire Clinical Commissioning Group (CCG). A CCG is an organisation that brings together local GPs and experienced health professionals to take on commissioning responsibilities for local health services.

The practice has opted out of the requirement to provide GP consultations when the surgery is closed. The out-of-hours service is provided by Lincolnshire Community Health Services NHS Trust.

The practice had previously been inspected by the Care Quality Commission in February 2015.