

Marysville Medical Practice

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 Marysville Medical Practice on 22 January 2020 following a change in the Provider's legal entity from a Partnership to Individual on 1 October 2018. Due to a change in legal entity prior to April 2019, continuing regulated history does not apply and therefore the location was inspected as a new registration.

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 previously carried out an announced comprehensive inspection at Marysville Medical Practice on 24 June 2015. The overall rating was Outstanding. The practice was rated outstanding for providing effective, caring and responsive services and good for providing safe and well-led services. The report on the June 2015 inspection can be found by selecting the 'all reports' link for Marysville Medical Practice on our website at www.cqc.org.uk

We have rated this practice good overall and good for all the population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- There was an effective system in place for reporting, investigating and sharing learning from significant events.
- Patients received effective care and treatment that met their needs and was planned and delivered according to evidence-based guidelines.

- The practice had a comprehensive programme of quality improvement and used information about care and treatment to make improvements.
- The practice understood the needs of its population and tailored services in response to those needs.
- Patients were highly satisfied with the with the service they received from the practice.
- Staff felt valued and supported in their work and in the development of their roles.
- There were clear responsibilities, roles and systems of accountability to support good governance and management.
- There was an open and transparent culture within the practice.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Leaders demonstrated that they had the capacity and skills to deliver high quality sustainable care. They were aware of their strengths and challenges and had acted to address any shortfalls.
- The practice had a clear vision and credible strategy to provide high quality sustainable care.
- The two good practice recommendations identified at our previous inspection had been appropriately addressed.

The areas where the provider should make improvements are:

- Continue to promote childhood immunisation uptake.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCGPChief Inspector of General Practice

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 and a practice manager advisor.

Background to Marysville Medical Practice

Marysville Medical Practice is registered with the Care Quality Commission (CQC) as a sole GP provider. The practice provides primary medical services to approximately 6,088 registered patients. The practice is located at Brook Street, Shrewsbury, Shropshire SY3 7QR. The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, surgical procedures, family planning, maternity and midwifery services and treatment of disease disorder or injury from this location only.

The practice is part of the NHS Shropshire Clinical Commissioning Group and holds a General Medical Services (GMS) contract with NHS England. A GMS contract is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract.

The practice is in an area of lower deprivation. Demographically the average life expectancy and age profile of patients is comparable with local and national averages. The percentage of patients with a long-term condition is 55.8% which is comparable to the local CCG average of 55.4% and higher than the national average of 51.4%. The National General Practice Profile describes the practice ethnicity as being 97.5% white British, 0.9% mixed race, 1.3% Asian, 0.1% black and 0.2% other non-white ethnicities.

The practice staffing comprises:

- Four GPs (female) and one registrar.
- One advanced clinical practitioner, four practice nurses and two health care assistants
- One locum pharmacist
- One counsellor and two voluntary trainee counsellors.
- One care and community co-ordinator
- A practice manager, deputy practice manager assisted by a secretary and a team of administrative and reception staff in addition to apprentices.

The practice core opening hours are Monday to Friday between 8.30am and 6pm. Patients can access extended hours appointments provided at other local practices between 6pm and 8pm weekdays and between 8am and 12pm weekends. Extended hours appointments are available on a Monday evening every other week at Marysville Medical Practice.

When the practice is closed patients are directed towards the out of hours provider via the NHS 111 service. Routine appointments can be booked in person, by telephone or on-line. Home visits are available to patients with complex needs or who are unable to attend the practice.

The practice is a training practice for GP trainees to gain experience in general practice and family medicine.

Further details about the practice can be found by accessing the practice's website at www.marysville.co.uk