

Quedgeley Medical Centre

Inspection report

Olympus Park
Quedgeley
Gloucester
GL2 4NF
Tel: 01452728882

Date of inspection visit: 22 June 2022

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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 well-led?

Good 

Overall summary

We carried out an announced inspection at Quedgeley Medical Centre on 22 June 2022. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Good

Effective - Good

Well-led - Good

Following our previous inspection in September 2017, the practice was rated Good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Quedgeley Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection

We undertook this inspection as part of a random selection of services rated Good and Outstanding to test the reliability of our new monitoring approach.

We inspected three key questions: Safe, Effective and Well-led.

Ratings for Caring and Responsive were carried forward from the 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

Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected

Overall summary

- 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

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 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-centre care.

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

- Continue to improve their systems for carrying out reviews of patients who have long term conditions and ensure appropriate monitoring of high risk medicines.
- Continue to improve uptake towards the national target for cervical screening.

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

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. The lead inspector was supported by another CQC inspector.

Background to Quedgeley Medical Centre

Quedgeley Medical Centre is located in:

Olympus Park,
Gloucester,
Gloucestershire,
GL2 4NF

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 offers services from one location.

The practice is situated within the Gloucester Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 6,200. This is part of a contract held with NHS England.

The practice has a lower proportion of patients aged 65 years and over compared to local and national averages. For example, 9% of practice patients are over 65 years of age compared to the clinical commissioning group (CCG) average of 20% and the national average of 17%.

The practice has relatively low numbers of patients from different cultural backgrounds with approximately 93.5% of patients identifying themselves as white British.

The practice is located in an area with low social deprivation and is placed in the third least deprived decile by Public Health England. The prevalence of patients with a long standing health condition is 46% compared to the local CCG average of 55% and the national average of 54%.

People living in more deprived areas and with long-standing health conditions tend to have greater need for health services.

The practice has two full-time GP partners (one female and one male). The clinical team includes two practice nurses. There is a practice manager supported by a team of administration staff.

The practice is open between 8am and 6.30pm Monday to Friday. Appointments are available between 8.30am and 6.10pm. Extended surgery hours are also offered on Monday evenings from 6.30pm to 8.15pm and Wednesday mornings from 7.30am to 8am.

Out of hours GP cover is provided via the NHS 111 service.