

King's Medical Centre

Inspection report

King Street
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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 King's Medical Centre on 22 October 2019 as part of our inspection programme. This is the first inspection of the practice following Dr Chakraborty, Dr Chilamkurthi & Dr Yadlapalli becoming the provider of this service on 30 October 2018.

We have rated this practice as **good** overall and **good** for all population groups, except Families, children and young people which was rated as **requires improvement** as childhood immunisation take up was not in line with national targets.

The key questions are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Good

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:

- 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-centred care.

The areas where the provider **should** make improvements are:

- Encourage staff to complete a level of safeguarding training in line with Royal College guidance.
- Continue to develop a record of staff immunisation status for all diseases recommended by Public Health England.
- Review the safety alerts process to ensure they receive and act upon all relevant safety alerts.
- Review the childhood immunisations process to encourage uptake in line with national targets.
- Review the practice's complaints handling to ensure appropriate and timely response to complaints.
- Continue to develop two cycle audits to support quality improvement.

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	Requires improvement 
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 consisted of by a CQC lead inspector, a GP specialist adviser, a nurse specialist adviser and an additional CQC inspector.

Background to King's Medical Centre

King's Medical Centre is registered with the CQC to carry out the following regulated activities: diagnostic and screening procedures, surgical procedures, maternity and midwifery services, family planning and treatment of disease, disorder or injury.

King's Medical Centre provides primary medical services to approximately 9000 patients through a personal medical services contract (PMS). Patients are predominantly of white British origin, with only 2.6% of people within the practice area being from BME groups. The age profile of registered patients shows a higher percentage of patients aged 18 and under compared to CCG and national averages. The age profile also shows a lower percentage of patients aged 56 and over compared to CCG and national averages. The practice's population are measured as being in the fourth most deprived decile. Deprivation is higher than the CCG and national averages.

King's Medical Centre was formed in July 2018 following the takeover of Ashfield Medical Centre by Harwood Close

Surgery. King's Medical Centre is located in the centre of Sutton-in-Ashfield in the county of Nottinghamshire. The practice has three GP partners, (one female and two males), two advanced nurse practitioners, two practice nurses, two healthcare assistants, a pharmacist, a practice manager, an assistant practice manager, administrative and reception staff.

The practice is open between 8am and 6.30pm Monday, Tuesday, Thursday and Friday. The practice is open between 7am and 6.30pm on Wednesdays. Pre-booked early morning, evening appointments are available Monday to Friday at other GP practices as part of a local extended access scheme. Saturday and Sunday morning appointments are also available as part of this scheme. The practice has opted out of providing GP services to patients out of hours. During these times GP services are currently provided by Nottingham Emergency Medical Services (NEMS).