

Medway Medical Centre

Inspection report

90-92 Malvern Road
Gillingham
Kent
ME7 4BB
Tel: 01634578333
www.medwaymedicalgroup.co.uk

Date of inspection visit: 8 October 2019
Date of publication: 21/11/2019

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?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

This practice is rated as Good overall.

The key questions at this inspection are rated as:

Are services safe? – Requires Improvement

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Good

We carried out an announced comprehensive inspection at Medway Medical Centre on 8 October 2019 under Section 60 of the Health and Social Care Act 2008, as part of our regulatory functions.

At this inspection we found:

- The practice's systems, practices and processes did not always help to keep people safe.
- Risks to patients, staff and visitors were not always assessed, monitored and managed in an effective manner.
- Staff had the information they needed to deliver safe care and treatment to patients.
- The arrangements for managing medicines helped to keep patients safe.
- The practice learned and made improvements when things went wrong.
- Staff had the skills, knowledge and experience to carry out their roles.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients were able to access care and treatment from the practice within an acceptable timescale for their needs.

- Where national GP patient survey results were below average the practice was taking action to address the findings and improve patient satisfaction.
- There were clear responsibilities, roles and systems of accountability to support good governance and management.

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

- Ensure care and treatment is provided in a safe way to patients.

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

- Monitor sharps disposal so that used sharps are disposed of correctly at all times.
- Consider introducing an inventory of all emergency equipment and keeping records of when this equipment is checked.
- Consider moving the front door call bell button to a height that can be reached by all people with disabilities as well as carrying out a disability risk assessment of the practice.
- Continue to monitor national GP patient survey results and take action to improve patient satisfaction where results are below local and national averages.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Please refer to the detailed report and the evidence tables for further information.

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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser and a practice manager specialist advisor.

Background to Medway Medical Centre

- The registered provider is Dr V Murthy & Partners.
- Medway Medical Centre is located at 90 – 92 Malvern Road, Gillingham, Kent, ME7 4BB. The practice has a general medical services contract with NHS England for delivering primary care services to the local community. The practice website address is www.medwaymedicalgroup.co.uk.
- As part of our inspection we visited Medway Medical Centre, 90 – 92 Malvern Road, Gillingham, Kent, ME7 4BB where the provider delivers regulated activities.
- Medway Medical Centre has a registered patient population of approximately 2,900 patients. The practice is located in an area with a lower than average deprivation score.
- There are arrangements with other providers (MedOCC) to deliver services to patients outside of the practice's working hours.
- The practice staff consists of two GP partners (one male and one female), one practice manager, one deputy practice manager, one practice nurse (female), one healthcare assistants (female), one pharmacist as well as reception and administration staff. The practice also employs locum GPs via an agency.
- Medway Medical Centre is registered with the Care Quality Commission to deliver the following regulated activities: diagnostic and screening procedures; maternity and midwifery services; treatment of disease, disorder or injury.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>Care and treatment was not always provided in a safe way for service users.</p> <p>The service provider was not:</p> <p>Assessing the risks to the health and safety of service users of receiving the care and treatment and doing all that was reasonably practicable to mitigate any such risks. In particular:</p> <ul style="list-style-type: none">• The practice did not have an up to date fire risk assessment. <p>Ensuring that the equipment used by the service provider for providing care or treatment to a service user is safe for such use and is used in a safe way. In particular:</p> <ul style="list-style-type: none">• Clinical equipment in the GP home visit bag was not up to date with calibration. <p>This was in breach of Regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>