

Summerlee Medical Centre

Inspection report

Summerlee Road
Finedon
Wellingborough
NN9 5LJ
Tel: 01933 413888
<https://www.irchestersurgery.co.uk>

Date of inspection visit: 03/01/2019
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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 Summerlee Medical Centre on 03 January 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.

We rated the population groups as follows:

Older people - Good

People with long-term conditions – Requires improvement

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

We rated the population group people with long-term conditions as requires improvement because:

- Records of annual clinical reviews of long term conditions in relation to chronic obstructive pulmonary disease (COPD) were not always comprehensive.
- Patients with multiple long-term conditions did not have their needs reviewed in one appointment.

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.
- 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:**

- Take action so the infection control policy reflects current staff responsibilities.
- Take action so the temporary staff induction pack clarifies specific information related to clinical safety of patient care.
- Take action so a clear audit trail is available for the management of information about changes to a patient's medicines including changes made by other services.
- Take action so records of annual clinical reviews of long term conditions in relation to chronic obstructive pulmonary disease (COPD) are comprehensive and patients that needed reviews for multiple long-term conditions have their needs reviewed in one appointment where possible.
- Take action so practice performance in relation to average daily quantity of hypnotics prescribed and the detection rate resulting from the two-week cancer referral process are reviewed and acted upon.
- Develop a patient participation group (PPG).
- Continue with actions to improve levels of patient satisfaction in relation to access to appointments.

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

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Population group ratings

Older people	Good 
People with long-term conditions	Requires improvement 
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.

Background to Summerlee Medical Centre

Summerlee Medical Centre situated at Summerlee Road, Finedon, Wellingborough, Northamptonshire is a GP practice which provides primary medical care for approximately 1,330 patients living in Finedon and surrounding areas.

Summerlee Medical Centre provides primary care services to local communities under a General Medical Services (GMS) contract, which is a nationally agreed contract between general practices and NHS England. The practice population is predominantly white British along with small ethnic populations of Asian, Afro Caribbean, mixed race and Eastern European origin.

The practice has a female lead GP. There is a practice nurse and a health care assistant. The practice regularly

employs two locum GPs (one male and one female). There is a practice manager who is supported by an assistant and a team of administrative and reception staff. The local NHS trust provides health visiting and community nursing services to patients at this practice.

The practice is open between 8am and 6.30pm Monday to Friday.

As part of the Wellingborough locality extended access hub, patients can access extended hours at the Albany House Medical Centre, Queen Street, Wellingborough Monday to Friday between 6.30pm and 8pm and during weekends between 8am and 12 noon.