

# Fishermead Medical Centre

## Inspection report

Fishermead Boulevard  
Fishermead  
Milton Keynes  
Buckinghamshire  
MK6 2LR

Tel: 01908609240

[www.fishermeadmedicalcentre.co.uk](http://www.fishermeadmedicalcentre.co.uk)

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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 Fishermead Medical Centre on 5 December 2019 as part of our inspection programme. We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions:

- Safe
- Effective
- Well-led

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 and good for all population groups.**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- 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.
- Clinical staff received regular updates and training and took steps to ensure they were familiar with the most recent clinical guidelines.
- Information about services and how to complain was available. Improvements were made to the quality of care as a result of complaints and concerns.
- There was a clear leadership structure and staff felt supported by management. The practice sought feedback from staff and patients, which it acted on.

- The practice team demonstrated a commitment to learning and improvement at all levels of the organisation.

We saw one area of **outstanding** practice:

- The practice recognised that within its highly transient population there was a risk of human trafficking. It had developed a discreet method of supporting patients they felt may be at risk of trafficking. This system ensured patients at risk could access urgent support if needed without placing themselves in further danger. All staff were trained to understand the process to ensure swift action could be taken if needed.

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

- Ensure proposed works to the nurses' clinical rooms are completed in a timely manner.
- Continue with efforts to improve uptake of the national cervical cancer screening programme amongst its patient population.
- Continue to monitor the practice's performance in the national GP patient survey, in particular with regard to GP listening.
- Develop a formally documented strategic plan.
- Support formulation of an active virtual Patient Participation Group.
- Ensure the practice's registration with the CQC is updated and accurately maintained.

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

**Dr Rosie Benneworth** BM BS BMedSci MRCP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

|  |   |
|--|---|
| <b>Older people</b>  | <b>Good</b>  |
| <b>People with long-term conditions</b>  | <b>Good</b>  |
| <b>Families, children and young people</b>                                     | <b>Good</b>  |
| <b>Working age people (including those recently retired and students)</b>      | <b>Good</b>  |
| <b>People whose circumstances may make them vulnerable</b>                     | <b>Good</b>  |
| <b>People experiencing poor mental health (including people with dementia)</b> | <b>Good</b>  |

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser and a practice manager specialist adviser.

## Background to Fishermead Medical Centre

Fishermead Medical Centre is located at Fishermead Boulevard in Fishermead, Milton Keynes, MK6 2LR. It is part of the NHS Milton Keynes Clinical Commissioning Group (CCG). The practice holds a General Medical Services (GMS) contract for providing services, which is a nationally agreed contract between general practices and NHS England for delivering general medical services to local communities.

The practice serves a population of approximately 7,215 patients. The National General Practice Profile states that the practice population is mixed, with 42% of the practice population being from Black and Minority Ethnicity backgrounds. 6.8% of the practice population are aged over 65 years and 24% are aged under 18 years.

Information published by Public Health England, rates the level of deprivation within the practice population group as four on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The clinical team consists of two GP partners, one salaried GP, one nurse practitioner, one nurse prescriber, one practice nurse and a health care assistant. The team is supported by a practice manager and a team of non-clinical, administrative staff. Members of the community midwife and health visiting team operate regular clinics from the practice location.

The practice operates from a single-storey purpose-built property. There is a large car park outside the surgery, with disabled parking available.

Fishermead Medical Centre is open from 8am to 6.30pm Monday to Friday. When the practice is closed out of hours services can be accessed via the NHS 111 service. Information about this is available in the practice and on the practice website and telephone line.

The provider is registered with CQC to deliver the Regulated Activities; family planning services, surgical procedures, maternity and midwifery services, treatment of disease, disorder or injury and diagnostic and screening procedures.