

The Medical Centre

Inspection report

2A Zulu Road
Nottingham
Nottinghamshire
NG7 7DS
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Date of inspection visit: 10 September 2019
Date of publication: 06/11/2019

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?

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 The Medical Centre on 10 September 2019 as part of our inspection programme.

We previously inspected the practice on 17 November 2014 and rated it Good overall, and Good in all the key questions.

We carried out an inspection of this service as we believed there may have been a change in its overall rating since our previous inspection.

Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

- Safe
- Effective
- Well-led

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

- Caring
- Responsive

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.
- 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-centre care.

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

- Improve their processes for medicines management by monitoring the prescribing of controlled drugs.

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	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 and a second CQC inspector.

Background to The Medical Centre

The Medical Centre is located at 2A Zulu Road, Nottingham, NG7 7DS. The surgery has good transport links and there is a pharmacy located nearby.

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

The Medical Centre is situated within the Nottingham City Clinical Commissioning Group (CCG) and provides services to 2,500 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a single handed female GP who registered with the CQC in October 2013. The practice employed a

regular male advanced nurse practitioner, a female practice nurse, a health care assistant, several administration staff and two practice managers. The practice is part of a local GP federation.

The practice is located in an area of high deprivation where the life expectancy for men and women is 77 years and 82 years respectively; which is in line with the national average. The practice population is culturally diverse and comprises of 70% patients of white British, 8.4% mixed race, 8.9% of Black patients and 11.7% of Asian patients.

The practice has opted out of providing out-of-hours services to its own patients. Out-of-hours services are provided by Nottingham Emergency Medical Services – NEMS.