

Dr RK Mathews

Inspection report

Stirling Medical Centre
Stirling Street
Grimsby
DN31 3AE
Tel: 01472721650
www.drmathewssurgery.co.uk

Date of inspection visit: NA
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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 responsive to people's needs?

Good



Overall summary

We undertook a targeted assessment of the responsive key question at Dr RK Mathews. The rating for the responsive key question is Good. As the other domains were not reviewed during this assessment, the rating of good will be carried forward from the previous inspection and the overall rating of the service will remain Good.

Safe – Not inspected, rating of Good carried forward from previous inspection

Effective - Not inspected, rating of Good carried forward from previous inspection

Caring - Not inspected, rating of Good carried forward from previous inspection

Responsive - Good

Well-led - Not inspected, rating of Good carried forward from previous inspection

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr RK Mathews on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out a targeted assessment of the responsive key question. Targeted assessments enable us to focus on certain key questions to explore particular aspects of care.

How we carried out the inspection/review

- This assessment was carried out without a site visit
- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider and reviewing the appointment system.

Our findings

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:

- Patients could access care and treatment in a timely way.
- National GP patient survey showed an upward trajectory following changes made as a result of feedback from patients and Healthwatch.
- Complaints were handled in a timely manner.

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

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Overall summary

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities.

Background to Dr RK Mathews

Dr RK Mathews is located in Grimsby at:

Stirling Medical Centre

65-69 Stirling Street

Grimsby

DN31 3AE

The practice has a branch surgery at:

Cromwell Primary Care Centre

Cromwell Road

Grimsby

DN31 2BH

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

The practice is situated within the NHS Humber and North Yorkshire Integrated Care Systems (ICS) and delivers Personal Medical Services (PMS) to a patient population of about 4,295. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices. The group of eight practices is known as Panacea Primary Care Network (PCN) and work together to provide access to additional services such as a pharmacist, and First Contact physiotherapist.

Information published by Public Health England shows that deprivation within the practice population group is in the first lowest decile (one of 10). The lower the decile, the more deprived the practice population is relative to others.

The practice's clinical team is led by the principal GP and supported by a regular locum who provide cover at both practices. The nursing team consists of an advanced nurse practitioner, regular locum practice nurse and a health care assistant. The practice manager and a team of reception and administrative staff undertake the day to day management and running of the practice.

The main surgery is open between 8 am to 6.30 pm on Monday, Tuesday, Wednesday, Thursday and Fridays. The branch surgery is open in the mornings between 8 am and 12.00 pm on Monday, Wednesday and Friday. When the practice is closed, extended access is provided locally by the Primary Care Network (PCN).

Out of hours services are accessed via the NHS 111 service