

# Quayside Medical Centre

## Inspection report

Albion Street  
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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 Quayside Medical Centre on 27 February 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 previously inspected the practice on 25 July 2017 we found the practice was Requires Improvement overall and Good for Caring and Well-led.

## **We have rated this practice as Good overall**

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.

We saw several areas of outstanding practice including:

- The practice had a clothes bank, a weekly food bank and free sanitary protection that any patient could access without referral.
- The practice made weekly deliveries of free sanitary protection to the local school.
- Open Days were held at the practice to provide easy and impromptu access for cervical screening, family planning and sexual health.

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

- Establish a formal documented process to assure themselves of the clinical competence of staff in advanced clinical roles.
- Ensure all staff receive safeguarding training to the appropriate level.
- Review the system that identifies patients who are also carers to help ensure that all patients on the practice list who are carers are offered relevant support if appropriate.

## **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

<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 advisor and an assistant hospital inspector.

## Background to Quayside Medical Centre

Quayside Medical Centre, Albion Street, Grimsby, DN31 3EF is a GP practice with an Alternative Provider Medical Services (APMS PMS contract. It has been under the governance of Care Plus Group (North East Lincolnshire) Limited since September 2016. The practice provides a service to 2,699 patients. The practice has two locum GPs (both male), two advanced nurse practitioners (1 whole time equivalent (w.t.e.)), two practice nurses, three healthcare assistants. They are supported by a general manager, four reception/ administrative staff and a site coordinator.

The majority of patients are of white British background. The practice population profile is higher than the England

average for the 0-4 years and 25-39 years age groups and lower than the England average for the other age groups. The practice scored one on the deprivation measurement scale, the deprivation scale goes from one to ten, with one being the most deprived. People living in more deprived areas tend to have a greater need for health services.

Quayside Medical Centre is open 8 am till 6.30pm Monday to Friday with extended hours offered on Wednesdays until 7.30pm. There is a telephone triage system in place for patients who need to see a GP. Out of Hours care (from 6.30pm to 8am) is provided through the local out of hours service.