

# Dr N A Turner & Partners

## Inspection report

Tiptree Medical Centre,  
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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

Requires improvement



Are services safe?

Good



Are services effective?

Good



Are services caring?

Requires improvement



Are services responsive?

Requires improvement



Are services well-led?

Good



# Overall summary

We carried out an announced comprehensive inspection at Dr N A Turner and partners, otherwise known as 'Tiptree Medical Centre' on 08 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 requires improvement overall.**

We have rated the practice as **requires improvement** for providing caring services because;

- Data from the national GP survey reflected that patients were not satisfied with the services provided.

We have rated the practice as **requires improvement** for providing responsive services because;

- Data from the national GP survey reflected that patients were not satisfied with the services provided. As this affects all population groups we also rated them as requires improvement.

We have rated the practice as **good** for providing safe, effective and well-led services because;

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.

- The practice provided care in a way that kept patients safe and protected them from preventable harm.
- Patients received effective care and treatment that met their needs.
- The practice listened to their patients and organised and delivered services to meet patients' needs. This included in-house services normally delivered in secondary and community settings due to the practice rural location.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.
- Leaders had the capacity and skills to deliver high-quality, sustainable care.
- Staff told us they felt supported, valued and that management listened to their opinions.
- There was a focus on continuous learning and improvement at most levels of the organisation.

The area where the provider **must** make improvement is;

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care

The area where the provider should make improvement is;

- Improve the identification of carers to enable this group of patients to access the care and support they need.

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

## Our inspection team

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

## Background to Dr N A Turner & Partners

Dr N A Turner & Partners, also known as Tiptree Medical Centre, is located in Tiptree, Essex and provides GP services to approximately 11,500 patients living in Tiptree, Kelvedon, Feering, Messing, Inworth, Great Totham, Tolleshunt Knights and Tolleshunt D'arcy. The practice is a member of a group of practices called 'Colte'.

The practice population has a similar number of children aged five to 18 years and patients over 65 years as compared to the local average. Economic deprivation levels affecting children and older people are significantly lower than average, as are unemployment levels. The life expectancy of male patients is higher than the local

average by one year, and the female life expectancy is higher by three years. The number of patients on the practice's list that have long standing health conditions is comparable to locally.

There are four male GPs, one nurse practitioner, three nurses, and two health care assistants (all female) in the clinical team. The practice manager and a team of administrators and receptionists support the clinical team.

The practice is open from 8am until 6.30pm from Monday to Friday.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 17 HSCA (RA) Regulations 2014 Good governance
Family planning services	Regulation 17 HSCA (RA) Regulations 2014 Good governance
Maternity and midwifery services	Regulation 17 HSCA (RA) Regulations 2014 Good governance
Surgical procedures	Regulation 17 HSCA (RA) Regulations 2014 Good governance
Treatment of disease, disorder or injury	Regulation 17 HSCA (RA) Regulations 2014 Good governance

**How the regulation was not being met:**

The registered provider had not improved patient satisfaction as identified in the national GP patient survey of 2018

This was in breach of regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.