

Collingham Medical Centre

Inspection report

High Street
Collingham
Newark

NG23 7LB

Tel: 01636892156

www.collinghammedicalcentre.co.uk

Date of inspection visit: 25 October 2021

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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

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



Overall summary

We carried out an announced focused inspection of Collingham Medical Centre on 25 October 2021. We carried out the inspection to follow up our inspection in April 2021 when a requirement notice was set for the following regulation:

- Regulation 16 HSCA (RA) Regulations 2014. Receiving and acting on complaints.

During this inspection we only reviewed the responsive key question, but did not rate it as we only looked at a small aspect of the domain. Overall, the practice remains rated as good.

Safe - not inspected

Effective – not inspected

Caring – not inspected

Responsive – inspected but not rated

Well-led – not inspected

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 not rated this practice.

The practice had been rated 'Good' at our last inspection in February 2018. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Collingham Medical Centre on our website at www.cqc.org.uk

We found that the provider had complied with our requirement notice and:

- Complaints had been responded to in a timely manner.
- Complaints were responded to appropriately.
- Staff understood their responsibilities when receiving concerns and complaints.
- A complaints policy and procedure were in place.
- Staff received appropriate training and guidance in relation to the handling of concerns and complaints.
- Complaints were discussed at staff meetings which included any learning.
- Information was available for patients on how to make a complaint.

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

Our inspection team

Our inspection team comprised of a CQC lead inspector and a second inspector who undertook a site visit.

Background to Collingham Medical Centre

Collingham Medical Centre is located at High Street, Collingham, Newark, Nottinghamshire, NG23 7LB. Collingham Medical Centre provides primary medical services in the rural village of Collingham and 31 surrounding villages, covering an area of 132 square miles. Collingham Medical Centre is a dispensing practice and dispenses medicines to patients who live more than 1.6 km from a pharmacy. The dispensing of medicines is co-located within a community pharmacy next door to the practice.

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.

Six GPs, four nurses, two health care assistants work at the practice. The clinicians are supported by a practice manager, assistant practice manager and reception and administrative staff.

Collingham Medical Centre is situated within the NHS Nottingham and Nottinghamshire Clinical Commissioning Group (CCG) and provides services to approximately 7,502 patients. Information published by Public Health England shows that deprivation within the practice population group is in the eighth decile (8 of 10). The lower the decile, the more deprived the practice population is relative to others.

Collingham Medical Centre is open from 8.30am to 6.00pm Monday to Friday. Extended access service is from 6.30pm to 8.00pm on Mondays and 8.30am to 11:30am every one in five Saturdays. The practice has opted out of providing out-of-hours services to its own patients. This service is provided by Nottinghamshire Emergency Medical Services.