

Crown Medical Centre

Inspection report

Crown Farm Way
Forest Town
Mansfield
NG19 0FW
Tel: (01623) 626132
www.sherwoodmedical.co.uk

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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 Crown Medical Centre on 19 March 2019 as part of our inspection programme.

At the last inspection in June 2018 we rated the practice as requires improvement overall.

We rated the practice as inadequate for providing safe services because:

- We found a significant backlog of patient records which needed to be summarised, and patient letters awaiting clinical coding.
- Recruitment checks for new employees did not always incorporate all of the required assurances.
- Competency assessments for health care assistants needed to be more extensive to provide evidence that key duties had been assessed and developed.

We rated the practice as requires improvement for well-led services because:

- Systems and processes to identify, assess and mitigate risks were not always operated effectively and overseen by managers and partners.

At this inspection in March 2019, we found that the provider had satisfactorily addressed these areas.

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 now 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.

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 consisted of by a CQC lead inspector, a GP specialist adviser, a nurse specialist adviser and a second CQC inspector.

Background to Crown Medical Centre

Crown Medical Centre is registered with the CQC to provide regulated activities with the provider (Sherwood Medical Partnership) being a partnership consisting of five GPs. This inspection was undertaken as the previous inspection rated the practice as requires improvement overall and inadequate in the safe domain. Where a service is rated as inadequate for one of the five key questions or one of the six population groups, it is re-inspected no longer than six months after the report is published. The previous reports can be found on our website at

The location is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, family planning, surgical procedures, maternity and midwifery services and treatment of disease, disorder or injury.

Crown Medical Centre is situated on the outskirts of Forest Town and there is a branch surgery in the village of Farnsfield, situated about seven miles away. The address of the branch surgery is Farnsfield Surgery, Station Lane, Farnsfield, Newark. NG22 8LA. On the day of our inspection, we visited both the main and branch sites.

The practice has a contract with NHS Newark and Sherwood Clinical Commissioning Group (CCG) which is made up of 15 general practices. The practice provides services to approximately 16,000 patients under the

terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering primary care medical services to the local community.

The age profile of registered patients shows that the percentage of people in the under 18 years age range is higher than local averages, whilst patients who are in the 65+ year age group is lower. Average life expectancy is 79 years for men and 82 years for women, comparable to the national average of 79 and 83 years respectively. The practice scored six on the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. People living in more deprived areas tend to have greater need for health services. The National General Practice Profile describes the practice ethnicity as being 98% white, 0.9% mixed race, 0.8% Asian, 0.2% black, and 0.1% other non-white ethnicities.

The practice is run by a partnership of five GPs (four males and one female). They are supported by four salaried GPs (one male and three females). The clinical team also includes a nurse prescriber, five practice nurses including the lead nurse, three health care assistants, a clinical pharmacist and a phlebotomist. The management team includes a practice manager, an

operations manager, and administration manager and a human resources (HR) officer. They are supported by a team of staff undertaking administration, finance, prescription and reception duties.

The practice is an established training practice for GP registrars (a qualified doctor who is completing training to become a GP).

Pre-booked appointments are available on Saturday morning from 8.30am-12.30pm with a GP, nurse or healthcare assistant. This service operates three in four Saturdays at the main site, and one in four at the branch site.

Extended access appointments are available from 6.30pm until 8pm Monday to Friday as part of a local extended access programme for patients at local practices. These sessions are provided at the practice's main site every Wednesday and Thursday, and on alternate Fridays. Appointments are also available on Sunday mornings and bank holidays at a GP practice in Mansfield.

The surgery closes between 1pm and 4pm on one afternoon most months for staff training. When the practice is closed, out of hours cover for emergencies is provided by NEMS Community Benefit Services Limited (NEMS CBS).