

Cranbrook Medical Centre

Inspection report

169 Younghayes Road

Cranbrook

Exeter

EX5 7DR

Tel: 01404819207

www.cranbrookmedicalcentre.co.uk

Date of inspection visit: 07 December 2021

Date of publication: 25/03/2022

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?

Requires Improvement



Overall summary

We carried out an unannounced inspection at Cranbrook Medical Centre on 7 December 2021. This inspection was focused on the management of access to appointments.

Overall, the practice has not been rated since registration with the current provider. The previous provider's rating was good. At this inspection, we have rated the responsive key question at this inspection as requires improvement.

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

Why we carried out this inspection

This inspection was undertaken in response to information we reviewed which suggested potential issues with access to appointments.

How we carried out the inspection

This inspection included a site visit. The inspectors spoke with staff on site.

Interviews were carried out with the operations manager and interim practice manager.

We found that:

- People were able to access appointments in a timely way.
- The practice offered a range of appointment types.
- We were not assured that patients with the most urgent needs had their treatment prioritised. Reception staff had not received training and/or guidance to prioritise the needs of patients.
- There were systems in place to support people who face communication barriers to access treatment.
- There were no systems in place to monitor access to appointments and make improvements.

We found one breach of regulation. The provider **must**:

- Ensure staff are competent and skilled to carry out their roles.

The provider **should**:

- Develop a system to monitor the quality of access to services for patients.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a CQC lead inspector. The inspection team included a second inspector who undertook a site visit.

Background to Cranbrook Medical Centre

Cranbrook Medical Centre is located in Cranbrook at:

169 Younghayes Road

Cranbrook

Exeter

EX5 7DR

The practice is open from 8.30 – 6pm Monday to Friday. The nurse practitioner starts at 7am one day a week and a GP holds a late night surgery until 7pm one day a week.

The practice is also part of a rota with the local Primary Care Network which enables patients access to a GP on a Saturday.

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

The practice is situated within the Devon Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of approximately 4,041. This is part of a contract held with NHS England.

The practice is part of a wider network of five GP practices known as the Outer Exeter Primary Care Network (PCN).

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

There is a team of two GPs who provide cover at the practice. The practice has a team of two nurses, including a nurse practitioner and a registered prescribing nurse, who provide nurse led clinics for long-term conditions and minor illness. There was also a phlebotomist / health care assistant. The GPs are supported at the practice by a team of reception/ administration staff. The two interim practice managers and the operations manager are based at the practice to provide managerial oversight.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face, then the patient is offered a choice of either an appointment at the medical centre or a home visit when necessary.

Extended access is provided locally by the Primary Care Network, where late evening and weekend appointments are available. Out of hours services are provided by Devon Doctors.

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 were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Treatment of disease, disorder or injury	Regulation 18 HSCA (RA) Regulations 2014 Staffing Not all reception staff had received training and/or guidance to enable them to be competent and skilled to recognise the urgency of appointments by patients. This was in breach of Regulation 18(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.