

Dr RK Mathews

Inspection report

Stirling Medical Centre
Stirling Street
Grimsby
DN31 3AE
Tel: 01472721650
www.drmathewssurgery.co.uk

Date of inspection visit: 12 and 20 September 2022
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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 to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection at Dr R K Mathews on 12 and 20 September 2022. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 7 September 2016, the practice was rated Good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr R K Mathews on our website at www.cqc.org.uk

Why we carried out this inspection

This was a comprehensive inspection as the service had not been inspected for six years.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit
- Staff feedback forms

Our findings

We based our judgement of the quality of care at this service on a combination of:

Overall summary

- 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 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. Clinical searches and medical records we reviewed showed effective management and monitoring of high-risk medicines and patients with long-term conditions although there were some areas that required review.
- Staff treated patients with kindness, compassion, and respected their privacy and dignity.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The practice recognised the importance of their Patient Participation Group and acted on their suggestions.
- The management team demonstrated an open and transparent leadership style.
- The way the practice was led and managed promoted the delivery of high-quality, person centred care.

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

- Apply to add the regulated activity of maternity and midwifery services to their registration with CQC.
- Continue with plans to improve uptake in cervical cancer screening.
- Develop a plan to consistently follow up patients to check response to the treatment within a week of an acute exacerbation of asthma and consistently issue and record asthma care plans.
- Standardise medication reviews to ensure appropriate consultation with patients and monitoring checks are reviewed.
- Continue to review the prescribing of hypnotic medicines.
- Continue to survey and engage with the patient population to improve and maintain satisfaction in areas identified in the GP Survey such as involving patients in decisions about their care.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Dr RK Mathews

Dr RK Mathews is in Grimsby at:

Stirling Medical Centre

65-69 Stirling Street

Grimsby

DN31 3AE

The practice has a branch surgery at:

Cromwell Primary Care Centre

Cromwell Road

Grimsby

DN31 2BH

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

The practice is situated within the NHS Humber and North Yorkshire Integrated Care Systems (ICS) and delivers Personal Medical Services (PMS) to a patient population of about 4,327. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices. The group of eight practices is known as Panacea Primary Care Network (PCN) and work together to provide access to additional services such as a pharmacist, and First Contact physiotherapist.

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

According to the latest available data, the ethnic make-up of the practice area is 1.2% Asian, 97.3% White, 0.3% Black, 0.9% Mixed, and 0.3% Other.

The age distribution of the practice population closely mirrors the local and national averages for older people and working age people. There are slightly more younger people registered at the practice.

The practice's clinical team is led by the principal GP and supported by a regular locum who provide cover at both practices. The nursing team consists of an advanced nurse practitioner, regular locum practice nurse and a health care assistant. The practice manager and a team of reception and administrative staff undertake the day to day management and running of the practice.

The main surgery is open between 8 am to 6.30 pm on Monday, Tuesday, Wednesday, Thursday and Fridays.

The branch surgery is open in the mornings between 8 am and 12.00 pm on Monday, Wednesday and Friday.

When the practice is closed, extended access is provided locally by the Primary Care Network (PCN), where late evening and weekend appointments are available: 6:30 pm to 8pm Monday to Friday and 8:30 to 12 midday Saturday.

Out of hours services are accessed via the NHS 111 service.