

Conway Medical Centre

Inspection report

49 Westbourne Road
Luton
Bedfordshire
LU4 8JD
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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 Conway Medical Centre on 28 August 2019 as part of our inspection programme.

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions:

- Effective
- Well-led

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 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. The practice had developed treatment templates that were reflective of best practice guidance.
- The practice were aware of their patient population and their specific needs particularly in relation to children with long-term and complex conditions.

- 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.
- Data indicated that the practice was performing in line with local and national averages in most areas.
- The uptake for cervical screening was below the 80% national target.
- The practice had tried to sustain a patient participation group (PPG). The group currently had two members.

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

- Continue to encourage eligible female patients to have cervical cancer screening.
- Encourage patients to partake in bowel and breast cancer screening.
- Continue to work with patients to sustain a PPG.

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 was led by a CQC lead inspector and included a GP specialist advisor.

Background to Conway Medical Centre

Conway Medical Centre provides a range of primary medical services to the residents of Luton from its location of Conway Medical Centre, 49 Westbourne Road, Luton, Bedfordshire, LU4 8JD.

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

Conway Medical Centre is situated within the Luton Clinical Commissioning Group (CCG) and provides services to approximately 8,000 patients under the terms of a general medical services (GMS) contract. A GMS contract is a nationally agreed contract between general practices and NHS England for delivering general medical services to local communities.

The practice is run by three male and one female GP partners. The nursing team consists of two practice nurses and three healthcare assistants, all female. There is a team of reception and administrative staff led by a practice manager. The practice is a training practice and

has up to two GP registrars at a time working in the practice. A GP Registrar is a qualified doctor who is training to become a GP through a period of working and training in a practice.

The practice population is predominantly south Asian with a higher than average number of patients aged under 44 years age and a lower than average over 50 years of age. National data indicates the area is one of mid to high deprivation.

The practice is open from 8.30am to 6.30pm Monday to Friday. There is an emergency telephone number on the practice answerphone message for patients to access a GP from 8am if urgent.

Routine appointments with a GP, practice nurse or health care assistant can also be booked through the practice for the Luton Extended Access Service. This service operates on Monday to Friday evenings from 6pm to 9pm and on Saturdays and Sundays from 8.30am to 2.30pm at two local GP Practices.

When the practice is closed out of hours services are provided by Herts Urgent Care and can be accessed via the NHS 111 service.