

OHP-Craven Arms Medical Practice

Inspection report

20 Shrewsbury Road
Craven Arms
Shropshire
SY7 9PY
Tel: 01588 672309
www.cravenarmsmedical.nhs.uk






Date of inspection visit: 05 February 2019
Date of publication: 05/04/2019

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?	Requires improvement 
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 OHP-Craven Arms Medical Practice on 5th February 2019 as part of our inspection programme.

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. However, the management of patient group directions needed improving.
- Patients received effective care and treatment that met their needs.
- Although we found the premises to be clean and tidy the practice could not demonstrate that it had effective systems in place for monitoring standards of cleanliness and hygiene.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care. The practice scored higher than average in the national GP

patient survey for treating patients with care and concern. All respondents to the national GP patient survey commented that they had confidence and trust in the healthcare professional they saw or spoke to.

- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way. All respondents to the GP patient survey stated that during their last GP appointment they were involved as much as they wanted to be in decisions about their care and treatment.
- The practice scored significantly higher than average in the national GP patient survey for getting through to the practice on the phone. The practice was also rated above average for satisfaction with type of appointment offered and the overall experience of making an appointment.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The practice was a teaching practice and had won awards for their work in this area.

The areas where the provider **should** make improvements are:

- All Patient Group Directions (PGDs) should be signed as read and understood and with an appropriate authorising signature.
- A full Infection Prevention and control audit should be carried out.
- Review the availability of information to patients on how to raise a concern about the service.

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. The team included a second CQC inspector, a GP specialist advisor and a member of CQC Medicines Management Team.

Background to OHP-Craven Arms Medical Practice

OHP- Craven Arms Medical Practice is part of the provider at scale organisation Our Health Partnership (OHP).

Our Health Partnership (OHP) currently consists of 189 partners across 37 practices providing care and treatment to approximately 359,000 patients. The provider has a centralised team to provide support to member practices in terms of quality, finance, workforce, business planning, contracts and general management, whilst retaining autonomy for service delivery at individual practices. OHP also provides a mechanism by which practices can develop ideas to support the sustainability of primary medical services and provide a collective voice to influence change in the delivery of services locally and nationally.

OHP added OHP- Craven Arms Medical Practice as a location to their registration in August 2017.

The practice has a registered patient list size of 3,979 patients.

The practice is part of NHS Shropshire Clinical Commissioning Group (CCG).

The practice holds a General Medical Services (GMS) contract with NHS England. A GMS contract ensures practices provide essential services for people with health issues including chronic disease management and end of life care.

Information published by Public Health England, rates the level of deprivation within the practice population group in line with the national average but more deprived than the CCG average.

The practice unemployment level is lower than the CCG average and the national level.

The percentage of the practice population with a long-standing health condition is 51% which is in line with local and national average.

The percentage of patients under the age of 18 is lower for the practice in comparison with the CCG and National average. The percentage of patients who are over 65 years of age is higher than CCG and national average. Twelve percent of the patient population are aged 75+ years old.

The population covered is predominantly white British.

The practice staffing comprises:

- Two GP partners (male)

- Two salaried GPs (female)
- Two practice nurses
- Two phlebotomists
- One Practice Manager
- A team of administration and reception staff

- A team of dispensing staff

Additional information about the practice is available on their website: www.cravenarmsmedical.nhs.uk