

# St James Medical Centre

## Inspection report

Coal Orchard

Taunton

Somerset

TA1 1JP

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[www.stjamesmedicalcentre.co.uk](http://www.stjamesmedicalcentre.co.uk)

Date of inspection visit: 8 May to 9 May 2019

Date of publication: 02/07/2019

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 effective?

Good 

Are services well-led?

Good 

# Overall summary

**This practice is rated as Good overall.** (Previous inspection November 2014 – Good)

The key questions are rated as:

Are services effective? – Good

Are services well-led? - Good

As part of our inspection process, we also look at the quality of care for specific population groups. The population groups are rated as:

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

We carried out an announced focused inspection at St James Medical Centre and Orchard Medical Centre (the branch surgery) on 8 and 9 May 2019. We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the key questions effective and well led.

At this inspection we found:

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence- based guidelines.
- The practice encouraged involvement in care and treatment decision making. For example, through treatment escalation plans and identification of carers.
- The practice prioritised and worked proactively in ensuring services were delivered in ways that would improve patient outcomes. Services were proactively planned to meet a diverse range of patient need. We saw improvements in care for patients as a result of ongoing monitoring, quality improvement work, and provision of additional services such as a dermatology clinic when the local service closed.
- The practice used information technology to improve patient access to care and treatment such as a text recall service and Engage Consult. Patients reported that they were able to access care when they needed it.
- There was a strong focus on creating a culture of education, continuous learning and improvement at all levels of the organisation.

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Good</b> 
<b>Families, children and young people</b>	<b>Good</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b> 

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser and a practice nurse specialist adviser.

## Background to St James Medical Centre

St James Medical Centre is based at Coal Orchard, Taunton, Somerset TA1 1JP (a purpose-built building built in 1982 and an adjacent annexe for administrative staff). We visited this and Orchard Medical Centre (a purpose built branch surgery built in 2013), Morse Rd, Norton Fitzwarren, Taunton TA2 6DG as part of our inspection. Further information about the practice can be found at [www.stjamesmedicalcentre.co.uk](http://www.stjamesmedicalcentre.co.uk).

The Partnership is registered with the CQC in respect of the regulated activities: Diagnostic and screening procedures; Family planning; Maternity and midwifery services; Surgical procedures and Treatment of disease, disorder or injury. They provide general medical services to approximately 16,500 patients. The practice is co-located with an independent pharmacy.

The eight GP partners work alongside two salaried GPs. The practice team includes two nurse practitioners, five

practice nurses, a practice manager and deputy, a clinical performance and IT lead, health care assistants, reception (patient service assistants) and administrative staff.

The practice is a training practice for post graduate medical students and doctors undertaking general practice speciality training. At the time of the inspection a GP registrar (a trainee GP) was working at the practice.

The practice catchment area is situated within one of the least deprived areas of England ranking seven (with one being the most deprived and 10 the least) within The Index of Multiple Deprivation 2015 (The index is the official measure of relative deprivation for small areas in England). The practice age profile is in line with local and national averages.

The practice has opted out of providing Out Of Hours services to their own patients. Patients can access a local Out Of Hours GP service via NHS 111.