

Beccles Medical Centre

Inspection report

St Mary's Road
Beccles
Suffolk
NR34 9NX
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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 

Overall summary

We undertook an inspection of this service on 19 December 2019 following our annual review of the information available to us. This inspection was to follow up on the breach of regulation identified at our previous inspection in January 2019 and we looked at the safe key question only.

Our judgement of the quality of care at this service is based 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.

At this inspection we found that the provider was providing safe services because:

- The service had completed a health and safety risk assessment and identified actions had been completed. The service had appointed a site facilities officer who continually reviewed risk within the practice and three members of staff had completed enhanced health and safety training.
- The service had appointed an education and training officer who monitored compliance with training and set protected time for staff to complete training. Protected time was given at induction to complete training. We saw that all staff were up-to-date with training the practice deemed mandatory.
- The service had appropriate oversight of staff immunisation records.

- Significant events were a standard item agenda on all clinical and non-clinical staff meetings for effective sharing of learning.

In addition, we found that:

- The practice had generally improved patient satisfaction with accessing the service. We saw one indicator was lower than average relating to patient satisfaction with getting through to the practice by telephone. The practice was aware of this and since the last inspection had introduced an online consulting tool that had addressed the concerns regarding telephone access and opening hours. This allowed patients to submit requests online which released more capacity on the telephone lines. Since the introduction of this system, the practice had noted a decline in patient complaints to the practice and of negative comments NHS Choices relating to accessing the service.

The area where the practice **should** make improvements:

- Continue to monitor and improve patient satisfaction with accessing the practice via the telephone.

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

Dr Rosie Benneyworth BS BM BMedSci MRCGP
Chief Inspector of General Practice

Our inspection team

The inspection was carried out by a CQC inspector.

Background to Beccles Medical Centre

- The name of the registered provider is Beccles Medical Centre.
- The address of the location is St Mary's Road, Beccles, Suffolk, NR34 9NX.
- The practice is registered to provide diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.
- Beccles Medical Centre provides services to approximately 19,900 patients in a semi-rural area on the Norfolk and Suffolk border.
- The practice has three GP partners (one female and two male). There are five salaried GPs (four male and one female). There is a management team including a practice manager, a practice administrator and a reception manager who are supported by a team of reception and administration staff. The practice employs eight nurse practitioners, seven practice nurses, two healthcare assistants, three visiting clinicians and three clinical pharmacists.
- The practice holds a General Medical Services contract with NHS England.
- The practice is open between 8am and 6.30pm Monday to Friday. Urgent appointments are available for people that need them. Online appointments are available to book in advance.
- When the practice is closed, patients are automatically diverted to the GP out of hours service provided by Integrated Care 24. Patients can also access advice via the NHS 111 service.
- We reviewed the most recent data available to us from Public Health England which showed the practice has a smaller number of patients aged 0 to 39 years old compared with the national average. It has a larger number of patients aged 60 to 84 compared to the national average.
- Income deprivation affecting children is 15%, which is lower than the CCG average of 22% and the national average of 20%. Income deprivation affecting older people is 12%, which is lower than the CCG average of 18% and the national average of 20%. Life expectancy for patients at the practice is 81 years for males and 84 years for females; this is comparable to the England expectancy which is 80 years and 83 years.