

The Oswald Road Medical Centre

Inspection report

78-80 Oswald Road
Scunthorpe
DN15 7PG
Tel: 01724843168

Date of inspection visit: 23 August 2022
Date of publication: 19/10/2022

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	
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Are services safe?	Good	
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Are services effective?	Good	
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Are services caring?	Good	
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Are services responsive to people's needs?	Good	
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Are services well-led?	Good	
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Overall summary

We carried out an announced comprehensive inspection at The Oswald Road Medical Centre on 16 and 23 August 2022. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities. This was the providers first inspection since registration in February 2021.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

Our findings

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 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. We noted good quality care of patients with long term conditions and high-quality asthma reviews.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care. We noted significant improvement in data relating to patient satisfaction.
- Patients could access care and treatment in a timely way. We noted significant improvement in data relating to patient satisfaction with access following the implementation of new systems to address this area.

Overall summary

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We noted excellent practice in the use of the gold standard framework for patients requiring end of life care. The practice had developed a patient register and systems to clearly identify these patients and ensure all staff were informed of the care requirements at each stage. Patients were offered a home visit or video call and anticipatory medicines. Advice was offered to care staff and relatives.

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

- Identify a deputy safeguarding lead.
- Improve storage facilities in the storeroom.
- Improve monitoring of the use of blank prescriptions.
- Continue to take action to improve the uptake of childhood immunisations and cervical screening.
- Improve systems to monitor staff training.
- Further develop and share the practice vision and strategy.

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 advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to The Oswald Road Medical Centre

The Oswald Road Medical Centre is located in Scunthorpe at:

78-80 Oswald Road

Scunthorpe

DN15 7PG

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

The practice is situated within the Humber Coast and Vale Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of 4,525. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called a primary care network. The practices work together to provide additional services and staff such as a mental health nurse and physiotherapist.

Information published by Public Health England shows that deprivation within the practice population group is in the third lowest decile (three 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 8.5% Asian, 89.1% White, 0.7% Black, 1.1% Mixed, and 0.6% Other.

The age distribution of the practice population closely mirrors the local and national averages.

The provider is a single-handed GP supported by a team of regular locum GPs and an advanced nurse practitioner. The practice has three practice nurses who provide nurse led clinics for long-term conditions and a phlebotomist. The GPs are supported at the practice by a practice manager and team of reception/administration staff.

The practice is open between 8am and 6.30pm Monday and Wednesday and 7.15am to 6.30pm Tuesday, Thursday and Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided by the local primary care network, where late evening and weekend appointments are available. Out of hours services are available by contacting NHS 111.