

# Paradise Medical Centre

## Inspection report

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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 previously carried out an announced comprehensive inspection at Paradise Medical Centre on 28 January 2015. Following this inspection, we rated the practice as good overall. The practice was rated good for all key questions and all population groups.

We carried out an inspection at Paradise Medical Centre on 30 January 2020 due to the length of time since the last inspection.

Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

- Safe
- Effective
- Caring
- Responsive
- 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. We have rated the practice as good for all key questions and population groups.**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines and best practice.
- There were comprehensive policies and procedures to support best practice, and these were regularly reviewed and updated.

- There was an open and transparent approach to safety and a system in place for recording, reporting and learning from significant events. 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.
- There were clearly defined and embedded systems, processes and practices in place to keep people safe and safeguarded from abuse, and for identifying and mitigating risks to health and safety.
- Staff demonstrated a care, kindness and respect in dealing with patients.
- Staff involved patients 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 practice had a comprehensive approach to succession planning and the promotion of sustainable care.
- The practice had a focus on learning and improvement.
- There were clear responsibilities, roles and systems of accountability to support effective governance.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Improve the rate of cervical screening uptake for eligible patients.
- Identify and implement measures to support improvement in patient satisfaction rates.

**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

<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 advisor.

## Background to Paradise Medical Centre

Paradise Medical Centre is located in the Foleshill area of Coventry and serves patients within the Coventry city area. The practice is situated in a purpose built health centre, along with another GP practice, and is one of 65 practices serving the NHS Coventry and Rugby Clinical Commissioning Group (CCG) area.

The practice provided services for approximately 7,100 patients at the time of our inspection.

The National General Practice Profile indicates that 50% of the practice population are from a white background. 35% of patients from an Asian background, with the remaining 15% of the population originating from black, mixed or other non-white ethnic groups.

Information published by Public Health England, rates the level of deprivation within the practice population group as two, on a scale of one to ten. Level one represents the highest levels of deprivation (and therefore most deprived areas) and level 10 the lowest (least deprived).

The practice covers an area where people aged under 18 years are overrepresented when compared with the CCG area and national averages.

The practice is well served by the local bus network and there is accessible parking. The practice and all facilities are fully accessible to wheelchair users.

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

The practice's staff consists of four GPs partners (all male); one advanced nurse practitioner; two practice nurses; a clinical pharmacist; a clinical business manager and business operations manager (who between them carry out practice manager functions); a health care assistant; and nine reception/administrative staff (who also act as care navigators).

The practice holds GP training practice status, and provides personalised tuition to GP trainees. This includes Foundation Year Two doctors and those wishing to obtain specialist training to work in general practice. At the time of the inspection there were three full-time trainees working at the practice, who were all female.

The practice is open from 8.30am to 12.30pm and from 2pm to 6pm on weekdays. Appointments are available from 8.45am to 11.45am and 2.10pm to 6pm on weekdays. The practice provides extended hours appointments on-site from 8.40am to 12pm on Saturdays.

Cover is provided by the West Midlands Ambulance telephone service (who contact the GP if required) when

the practice is not open during NHS core contract hours (which means the period beginning at 8am and ending at 6.30pm on any day from Monday to Friday except Good Friday, Christmas Day or bank holidays).

The practice has formed an alliance with a number of practices locally to provide an extended access service. Appointments are available at nearby locations from 6.30pm to 10pm on weekdays, from 9am to 12pm on Saturdays, and from 10am to 1pm on Sundays. The practice's patients can access a female GP through this service if required.

Home visits are available for patients who are housebound or too ill to attend the practice. This is at the discretion of practice staff and subject to a triage process. The practice also had access to a local paramedic home visiting service resource.

The practice does not provide out of hours services to their own patients. When the practice is closed patients are directed to contact the NHS 111 out of hours service.