

# Plympton Health Centre

## Inspection report

Mudge Way  
Plymouth  
PL7 1AD  
Tel: 01752346634

Date of inspection visit: 10 December 2021  
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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

Inspected but not rated



# Overall summary

We carried out an unannounced inspection at Beacon Medical Group – Plympton Health Centre on 10 December 2021. This inspection was focused on the management of access to appointments and was therefore not rated.

Overall, the practice remains rated as Good.

The full reports for previous inspections can be found by selecting the 'all reports' link for Beacon Medical Group – Plympton Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This inspection was undertaken in response to information we received which suggested potential issues with access to appointments.

## How we carried out the inspection

This inspection was led by a CQC inspector who spoke with staff on site and the inspection included a site visit.

Interviews were carried out with the registered manager and operational manager.

We found that:

- People were able to access appointments in a timely way.
- The practice offered a range of appointment types.
- Patients with the most urgent needs had their treatment prioritised.
- There were systems in place to support people who face communication barriers to access treatment.
- There were systems in place to monitor access to appointments and make improvements.
- There was a focus on meeting patient population needs including innovative ways to ensure support was provided those most vulnerable.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCP

Chief Inspector of Primary Medical Services and Integrated Care

## Our inspection team

The inspection team consisted of a lead inspector and second inspector. We visited the practice.

## Background to Plympton Health Centre

Plympton Health Centre is located in Plymouth at:

Plympton Health Centre

Mudge Way

Plympton

Plymouth

PL7 1AD

The practice has a further 5 branch surgeries at:

Chaddlewood Surgery

128 Bellingham Crescent

Chaddlewood

Plympton

PL7 2QP

Glenside Medical Centre

Glenside Rise

Plympton

PL7 4DR

Highlands Health Centre

Fore Street

Ivybridge

PL21 9AE

Ivybridge Medical Practice

Station Road

Ivybridge

Devon

PL21 0AJ

Wotter Surgery (Open Monday and Thursdays)

Rear of Church

Wotter

Plymouth

PL7 5HN

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, surgical procedures, and family planning.

Patients can access services at all surgeries.

The practice is situated within the Devon Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 42,818. This is part of a contract held with NHS England.

The practice is a Primary Care Network (PCN) within its own right.

Information published by Public Health England shows that deprivation within the practice population group is in the ninth lowest decile (nine of 10). The lower the decile, the more deprived the practice population is relative to others.

The provider, The Beacon Group, has regular GPs who provide cover at each practice. The practice has a team of nurses who provide nurse led clinics for long-term condition at the main and the branch locations, advanced paramedic practitioner, advanced nurse practitioner, physiotherapists, pharmacists and social prescribers. The GPs are supported at the practice by a team of reception/administration staff. The director of operations and operational manager are based at the Plympton Health Centre, to provide managerial oversight.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or the branch surgeries.

Extended access is provided by Beacon Medical group at two sites, where late evening and weekend appointments are available. Out of hours services are provided by Devon Doctors.