

Dunrobin Street Medical Centre

Inspection report

Medical Centre
Dunrobin Street, Longton
Stoke On Trent
ST3 4LN

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www.dunrobinstreetmedicalcentre.co.uk

Date of inspection visit: 26 May 2022

Date of publication: 20/06/2022

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 

Are services safe?

Good 

Are services effective?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection at Dunrobin Street Medical Centre on 26 May 2022.

Overall, the practice is rated as Good.

- Safe - Good
- Effective - Good
- Responsive - Good
- Well-led - Good

Following our previous inspection on 29 September 2015, when the practice was rated Good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dunrobin Street Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a focused inspection with a site visit:

- We inspected, Safe, Effective, Responsive and Well Led key lines of enquiry.

How we carried out the inspection/review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit
- Staff questionnaires

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:

Overall summary

- 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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- 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**:

- Continue to monitor and update the staff training matrix

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

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 Dunrobin Street Medical Centre

Dunrobin Street Medical Centre is located in Longton, Stoke on Trent at:

Dunrobin Street,

Longton

ST3 4LN

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

The practice is situated within the NHS Stoke on Trent Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 5,172. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices South Stoke Central Primary Care Network.

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 6.3% Asian, 91.3% White, 0.9% Black, 1.3% Mixed, and 0.2% Other. The age distribution of the practice population closely mirrors the local and national averages.

There is a team of GPs who provide 3.5 whole time equivalent hours. The practice employs three practice nurses who provide 1.5 whole time equivalent hours and provide nurse led clinics for long-term conditions. The clinical team are supported at the practice by the practice manager and a team of reception and administration staff.

The practice is open between 8.30am to 6.30pm weekdays with the exception of Thursdays when the practice opens from 7am to 1pm. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by the GP federation, where late evening and weekend appointments are available. Out of hours services are provided by 111.