

North Wingfield 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 carried out an announced comprehensive inspection at North Wingfield Medical Centre on 26 February 2019 as part of our inspection programme.

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 and good for all population groups.

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.
- Staff dealt with patients with kindness and respect and involved them 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 way the practice was led and managed promoted the delivery of good quality, person-centre care.

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

- Review the practice training programme and encourage staff to complete all appropriate training modules. The practice should also consider recording attendance at external training events on the training log.
- Complete the ongoing collation of all staff vaccinations in line with PHE guidance.
- Continue to canvass patient feedback in relation to the areas where they had received lower scores in the most recent national GP survey. This should be supported by ongoing actions to enhance patient satisfaction.

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team consisted of by a CQC lead inspector and a GP specialist adviser.

Background to North Wingfield Medical Centre

North Wingfield Medical Centre is registered with the CQC to provide regulated activities with the provider being a partnership consisting of one female and one male GP. This inspection was undertaken as the provider's registration had changed from a single-handed GP to a partnership in September 2018, and we inspect all new registrations within their first 12 months.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, family planning, surgical procedures, maternity and midwifery services and treatment of disease, disorder or injury.

North Wingfield Medical Centre is situated a few miles from Chesterfield in Derbyshire, in a semi-rural area.

The practice has a contract with NHS Hardwick Clinical Commissioning Group (CCG) which is made up of 15 general practices. The practice provides services to approximately 3,750 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering primary care medical services to the local community.

The age profile of registered patients is mostly in line with local and national averages, although the percentage of people in the 65+ year age group at 22.3% is above the national average of 17.3%. Average life expectancy is 78

years for men and 82 years for women, comparable to the national average of 79 and 83 years respectively. The general practice profile shows that 56% of patients registered at the practice have a long-standing health condition, compared to 56% locally and 51% nationally. However, some conditions such as diabetes showed higher rates of prevalence compared to average figures. The practice scored four on the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. People living in more deprived areas tend to have greater need for health services. The National General Practice Profile describes the practice ethnicity as being 98% white, 1% Asian, 0.2% black, and 0.7% mixed race and 0.1% other non-white ethnicities.

There clinical team consists of the two GPs, supported by a practice nurse and two healthcare assistants, one of whom also works as the practice care coordinator. A new female salaried GP had been appointed to work one day each week in the practice and was due to commence their role on 1 March 2019.

The non-clinical team is led by a practice manager and is comprised of a team of eight administrative and receptionist staff, one of whom works part-time as a care coordinator.

The practice opens from 8am until 6.30pm on Monday, Tuesday and Thursday. It opens from 7.30am to 8pm on

Wednesday, and from 7.30am to 6.30pm on Friday. Appointments before 8am and after 6.30pm are pre-bookable in advance and the practice reception is not open during these times.

Patients can obtain late weekday appointments between 6pm-8pm, and weekend appointments on Saturday and Sunday mornings and bank holidays, via a local extended access to GP services scheme.

The surgery closes between 1pm and 4pm on one afternoon most months for staff training. When the practice is closed, out of hours cover for emergencies is provided by Derbyshire Health United (DHU).