

# The OM 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 well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at The Om Medical Centre on 9 January 2019 as part of our inspection programme. The overall rating for the practice was good and they were rated as good all domains except well-led which was rated as requires improvement. We found a breach of Regulation 17 good governance in relation to risk management and governance arrangements not being consistently effective. A requirement notice was issued with regards to this breach. The full comprehensive report on the January 2019 inspection can be found by selecting the 'all reports' link for The Om Medical Centre on our website at .

We carried out a focused inspection on 3 April 2019. This was to confirm that the practice had carried out their plan to meet the legal requirements as identified at our previous inspection on 9 January 2019. The practice had made significant improvements and met the legal requirements. They had completed a comprehensive action plan which was submitted to CQC and formed the basis of the focused inspection.

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 in all of the key questions. They have been rated as 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.
- The practice had a clear vision to provide sustainable good quality care, and there was a clear system to ensure that there were sufficient staff with appropriate skills employed at the practice.
- The overall governance arrangements at the practice had significantly improved and were effective.
- The practice had a clear and effective system for managing risks.

**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.

## Background to The OM Medical Centre

The Om Medical Centre is located at Sheerness in Kent. The surgery has good transport links and there is a pharmacy located in the same building. The practice has a branch surgery, Shiva Medical Centre which is approximately two miles away.

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

The Om Medical Centre is situated within the Swale Clinical Commissioning Group (CCG) and provides services to 4,600 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of two male GP's. One of the partners does not currently work in a clinical capacity at the practice. The practice has a full-time lead GP, a male salaried GP one day each week, and has recruited two regular locum GP's, one female and one male. An additional locum GP is in the process of being recruited to the practice. The practice has recruited a full time practice nurse and has a health care assistant. The clinical team are supported by a practice manager, an assistant practice manager and administration staff. The practice is part of a hub which is a wider network of GP practices where patients can access appointments.

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 level ten the lowest.