

The Arthur Medical Centre

Inspection report

Main Street
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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 The Arthur Medical Centre on 3 January 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.
- Feedback from patients was consistently positive and was higher than local and national averages.
- There was a strong person-centred culture.
- Services were tailored to meet the needs of individual patients. They were delivered in a flexible way that ensured choice and continuity of care.

- Patients reported that access to the practice was good and the practice made appointments available which were suitable for the patient's needs. The practice constantly monitored access to the surgery.
- The culture of the practice and the way it was led and managed drove the delivery and improvement of high-quality, person-centred care.
- The practice had developed templates to ensure all clinicians were using up-to-date, agreed templates. We were told that this improved the safety of work carried out by new members of staff and clinical trainees. All templates had national and local guidance embedded within them via hyperlinks. The templates also promoted patient safety through prompts for clinicians during and after consultations to ensure referrals and investigations were completed.
- The practice website contained information on self-care and health information on a wide variety of conditions.
- The practice had a range of audits which demonstrated ongoing quality improvement within the practice.

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 was led by a CQC lead inspector.
The team included a GP specialist advisor and a practice manager specialist advisor.

Background to The Arthur Medical Centre

The Arthur Medical Centre provides primary medical care services to approximately 8,600 patients. The practice is based in a building close to the centre of Horsley Woodhouse - specifically at Main Street, Horsley Woodhouse, Ilkeston, Derbyshire, DE7 6AX.

The practice has a General Medical Services (GMS) contract with NHS England. This is a contract for the practice to deliver primary care services to the local community.

At the time of the inspection the practice had seven GP partners (five female and two male), five nurses, one advanced nurse practitioner (employed by DCHS as part of the Belper 5 project), two clinical pharmacists (one funded by the CCG with some shared responsibilities), one healthcare assistant, one practice manager, two assistant practice managers, a business support manager and supported by a team of administration and reception staff.

The practice is located within the area covered by Southern Derbyshire Clinical Commissioning Group (CCG). The CCG is responsible for commissioning services from the practice. A CCG is an organisation that brings together local GPs and experienced health professionals to take on commissioning responsibilities for local health services.

The practice website provides information about the healthcare services provided by the practice. The website also includes information on a range of healthcare conditions.

The practice is open between 8am and 6.30pm Monday to Friday and 8am to 12.15pm on Saturdays.

When the practice is closed, patients are asked to contact NHS 111 for out-of-hours care or access the out-of-hours hubs for appointments which are provided by DHU.