

Lifeboat Quay Medical Centre

Inspection report

Unit A
Lifeboat Quay
Poole
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LifeboatQuayMedicalCentre.nhs.uk

Date of inspection visit: 18 August 2022
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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 to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Lifeboat Quay Medical Centre on 18 August 2022. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

Lifeboat Quay Medical Centre was registered with the Care Quality Commission (CQC) on 2 September 2019 and this is the first inspection since registration.

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- 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:

- 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.

Overall summary

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way.
- Staff had completed training relevant to their role.
- There was a clear leadership structure and staff felt supported. The practice proactively sought feedback from patients and staff, which was acted upon.
- 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**:

- The provider should take action to make sure safety alerts are acted on promptly.
- Continue to reduce the number of patients with long-term conditions who are overdue appropriate monitoring.
- Continue to increase the uptake of cervical screening.
- Establish formalised supervision processes for staff working in advanced roles.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

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 Lifeboat Quay Medical Centre

Lifeboat Quay Medical Centre is located in Poole in Dorset at:

Unit A Lifeboat Quay

Poole

Dorset

DH14 1AE

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 Dorset (previously Dorset Clinical Commissioning Group) (CCG) and delivers Alternative Provider Medical Services (APMS) to a patient population of about 6630. This is part of a contract held with NHS England.

The practice is part of a wider network of six GP practices in Poole, Dorset.

Information published by Public Health England shows that deprivation within the practice population group is in the fifth decile (five 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 94% White, 3.6% Asian, 0.4% Black.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of four GPs who provide care at the practice. The practice has a trainee advanced nurse practitioner who supports the GP's providing minor illness clinics and two practice nurses who provide nurse led clinics for long-term conditions they are supported by a health care assistant and a phlebotomist. The GPs are supported at the practice by a team of reception/administration staff. The practice manager and operational manager provide managerial oversight.

The practice is open between 8 am to 6.00 pm Monday to Friday with pre bookable extended hours on a Tuesday and Wednesday until 7.15 pm. The practice is closed daily between 1pm and 2pm. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by Lifeboat Quay, where late evening appointments are available. Out of hours services are provided by 111.