

Claremont Medical Practice





Inspection report

Claremont Grove
Exmouth
EX8 2JF
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www.claremontmedicalpractice.co.uk

Date of inspection visit: 4 August 2022
Date of publication: 10/10/2022

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 well-led?		Good	

Overall summary

We carried out an announced focused inspection at Claremont Medical Practice on 4 August 2022. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - not inspected, rating of good carried forward from previous inspection.

Responsive - not inspected, rating of good carried forward from previous inspection.

Well-led -good

Following our previous inspection on 19 June 2018, 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 Claremont Medical Practice on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a focused inspection, the practice was selected at random, from a selection of services rated Good and Outstanding to test the reliability of our new monitoring approach which involved a site visit.

We inspected the key questions of safe, effective and well-led.

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 facilities.
- 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.

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.
- 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 improve processes for medicines reviews; monitoring of long-term conditions; management of high-risk medicines; and promotion of cervical screening.

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. CQC team inspectors also spoke with staff using video conferencing facilities. 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 Claremont Medical Practice

Claremont Medical Practice is located in Exmouth at:

Claremont Grove

Exmouth

Devon

EX8 2JF

The practice has a branch surgery, with a dispensary at:

Underhill Surgery

Underhill

Lympstone

Exmouth

EX8 5HH

The practice was providing regulated activities at Raleigh Surgery, 33 Pines Road, Exmouth, EX8 5NH who they were in the process of merging with.

Underhill Surgery had a dispensary, which dispensed to approximately 1,100 patients.

We visited the main location in Exmouth.

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. These are delivered from all sites.

The practice offers services from both the main location and the branch surgeries. Patients can access services all surgeries.

The practice is situated within the Devon Integrated Care Board (ICB) and delivers primary medical services to a population of approximately 11,292 patients. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices consisting of six GP practices, covering the Woodbury, Exmouth and Budleigh areas and a total of over 51,000 patients.

Information published by the UK Health and Security Agency shows that deprivation within the practice population group is in the second highest decile (eight 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 98.4% White, with the remaining 1.6% being Asian, Black, Mixed, and Other.

The age distribution of the practice population closely mirrors the local and national averages.

There is a team of 12 GPs who provide cover at all sites. The practice has a team of seven nurses who provide nurse-led clinics for long-term conditions at both the main and the branch locations. There are three phlebotomists, two healthcare assistants; a training nursing associate; and an advanced care practitioner. The clinicians are supported at the practice by a team of reception/administration staff. The practice managers and assistant practice manager are based at the main location to provide managerial oversight.

Services are offered at all sites between the hours of 8.00 am and 6.30 pm Monday to Friday, further details are available on the practice website. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided on Monday evenings, Tuesday mornings and some Saturday mornings for pre-booked appointments only. Out of hours services are provided via the NHS 111 service.