

Meden Medical

Inspection report

Warsop Primary Care Centre, Church Street
Warsop
Mansfield
Nottinghamshire
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Date of inspection visit: 2 March 2020
Date of publication: 21/04/2020

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 Meden Medical on 2 March 2020 as part of our inspection programme. This is the first inspection of the practice following Primary Integrated Community Services Limited becoming the registered provider of this service on 15 September 2019.

The key questions are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Good

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.
- 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 high-quality person-centred care.

The area where the provider **should** make improvements is:

- Strengthen and better document supervision of non-medical prescribers to include a review of their prescribing practices and consultations.

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

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, a GP specialist adviser, a nurse specialist adviser and an additional CQC inspector.

Background to Meden Medical

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

Meden Medical provides primary medical services to approximately 6059 patients through a general medical services contract (GMS). Patients are predominantly of white British origin, with only 1.2% of people within the practice area being from BME groups. The age profile of registered patients shows a higher percentage of patients aged 18 and under compared to local and national averages. The age profile also shows a higher percentage of patients aged 65 and over compared to local and national averages. Deprivation is higher than the local and national averages.

Meden Medical is located in Warsop in the county of Nottinghamshire. The clinical team comprises of two GPs

(one female and one male), three locum GPs, a nurse practitioner, two practice nurses, a respiratory nurse, a pharmacist and three healthcare assistants. The clinical team are supported by a practice manager, a reception supervisor, administrative and reception staff.

The practice is open between 8am and 6.30pm on Wednesdays and Thursdays. The practice is open between 8am and 8pm on Mondays and 7am and 6.30pm on Tuesdays and Fridays. Pre-booked evening appointments are available Monday to Friday at other GP practices as part of a local extended access scheme. Saturday and Sunday morning appointments are also available as part of this scheme. The practice has opted out of providing GP services to patients out of hours. During these times GP services are currently provided by Primary Care 24, located at Kings Mill Hospital and accessed via contacting the 111 service.