

# Marden Medical Practice

## Inspection report

Marden  
25 Sutton Road  
Shrewsbury  
Shropshire  
SY2 6DL  
Tel: 01743241313  
[www.mardenpractice.gpsurgery.net](http://www.mardenpractice.gpsurgery.net)

Date of inspection visit: 23 October 2019  
Date of publication: 21/11/2019

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

Outstanding 

Are services safe?

Outstanding 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Outstanding 

# Overall summary

We carried out an announced focused inspection at Marden Medical Practice on 23 October 2019 due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions: Effective and Well-Led. Because of the assurance received from our review of information we carried forward the ratings for the following key questions: Safe, Caring and Responsive.

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 previously carried out a comprehensive inspection at Marden Medical Practice on 24 October 2014. The overall rating was Outstanding. We rated the service as outstanding for providing safe and well-led services and good for providing effective, caring and responsive services. The report on the October 2014 inspection can be found by selecting the 'all reports' link for Marden Medical Practice on our website at .

**We have rated this practice as outstanding overall and good for all population groups.**

We found that:

- Patients received effective care and treatment that met their needs and was planned and delivered according to evidence-based guidelines.
- The practice understood the needs of its population and tailored services in response to those needs. Recruitment of appropriately skilled and experienced staff to meet patient demand were a practice priority.
- Staff had the skills, knowledge and experience to deliver effective care, support and treatment and worked together and with other organisations to deliver effective care and treatment.
- Audits demonstrated quality improvement.

- Patients were treated with compassion, dignity and respect and were involved in their care and any decisions about their treatment.
- Staff felt privileged to work at the practice and were valued and well supported by the GPs and the management team.
- There was compassionate, inclusive and effective leadership. Leaders were visible and approachable and understood the strengths and challenges of the services provided.

We have rated the practice as outstanding for well-led because:

- Leadership was reflective, strong and decisive with emphasis on communication, training and education.
- There were effective systems in place for continuous improvement and innovation.
- Leaders were committed to embrace new initiative approaches to patient care.
- The practice had a clear vision with quality and safety as its top priority and carried out proactive succession planning.
- Patients were highly satisfied with the service they received from the practice. Staff felt valued and supported in their work. There was an effective relationship between the practice and its very active patient participation group who had representation on various groups.
- There was a strong commitment towards ensuring that there was equality and inclusion promoted across the workforce.

Whilst we found no breaches of regulations, the provider **should:**

- Formalise and document the discussions held and review of consultations for the advanced nurse practitioner.

**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 General Practice

## 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. The team included a GP specialist advisor and a practice manager advisor.

## Background to Marden Medical Practice

Marden Medical Practice is registered with the Care Quality Commission (CQC) as a partnership GP provider. The practice provides primary medical services to approximately 8,500 registered patients from a modernised and extended building located at 25 Sutton Road, Shrewsbury, Shropshire SY2 6DL. The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services and treatment of disease disorder or injury from this location only.

The practice is part of the NHS Shropshire Clinical Commissioning Group and holds a General Medical Services (GMS) contract with NHS England. A GMS contract is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract.

The practice area is one of least deprivation when compared with local and national averages. Demographically the average life expectancy and age profile of patients is mainly comparable with local and national averages however, 22% of the practice population are over 65 years old, which is slightly below the local average of 25% but higher than the national average of 17%. The percentage of patients with a long-term condition is 61% which is higher than the local CCG average of 55% and the national average of 51%

which could mean an increased demand for GP services. The practice life expectancy for patients is 80 years for males, one year above the national average and 84 years for females which is above the national average. National General Practice Profile describes the practice ethnicity as being 97.5% white British, 0.9% mixed race, 1.3% Asian, 0.1% black and 0.1% other non-white ethnicities.

The practice staffing comprises:

- Five GP partners (four female, one male).
- Two salaried GPs (both female)
- One female advanced nurse practitioner (ANP).
- Three female practice nurses and three female health care assistants
- A business manager, a practice manager, reception manager and a team of ten reception staff, six administrative staff, a care and community co-ordinator and three maintenance and cleaning staff. A further ANP has recently been appointed and is due to commence employment shortly.

The practice is open Monday to Friday between 8am and 6.30pm. Phone lines are diverted to an answer machine between the hours of 1pm and 2pm and 6pm and 6.30pm however an alternative emergency telephone number is provided and managed by the practice. The reception is manned during these times. Extended access appointments are available on a Thursday evening until

8pm. When the practice is closed patients are directed towards the out of hours provider via the NHS 111 service. Patients also have access to the Extended GP Access Service provided by Darwin Health Limited during evenings and weekends. Routine appointments can be booked in person, by telephone or on-line. Patients can also access e-consult service by filling in an on-line form to get advice about common ailments, request test results and fit notes and receive a response by the end of the next working day. Home visits are triaged and

available to patients with complex needs or who are unable to attend the practice. The practice is a dementia friendly practice and provides car parking facilities with designated disabled parking.

The practice was a training practice for Foundation Doctors and GP Registrars and had two GP trainers who were educational supervisors for GP Registrars in training.

Further details about the practice can be found by accessing the practice's website at [www.mardenpractice.gpsurgery.net](http://www.mardenpractice.gpsurgery.net)