

Millview Medical Centre

Inspection report

1 Sleaford Road
Heckington
Sleaford
NG34 9QP
Tel: 01529460213
www.millviewmedicalcentre.co.uk

Date of inspection visit: 29 April 2021
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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 well-led?

Good 

Overall summary

We carried out an announced inspection at Millview Medical Centre on 29 April 2021.

We have rated this practice as Good overall and Good for all population groups.

The practice is rated as follows;

Safe - Good

Effective - Good

Well-led - Good

We rated all the population groups as Good.

Following our previous inspection on 7 November 2019 the practice was rated Requires Improvement overall and for the safe and effective key questions. It was rated as inadequate for providing well-led services and as good for providing caring and responsive services.

The full reports for previous inspections can be found by selecting the 'all reports' link for Millview Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection

The inspection focused on;

- The key questions of safe, effective and well-led
- Breaches of regulations and 'shoulds' identified in previous inspection
- Ratings carried forward from previous inspection

How we carried out the inspection/review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider.
- A short site visit.

Overall summary

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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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.
- Dispensing policies and protocols had been reviewed and strengthened to ensure effective oversight and governance.
- The practice had undergone a positive transformation in terms of management and patient engagement.
- Staff morale and well-being were promoted to create a cohesive and effective practice team.

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 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 Millview Medical Centre

Millview Medical Centre is located at:

1 Sleaford Road

Heckington

Sleaford

NG34 9QP

The practice has a branch surgery at:

29 Handley Street

Sleaford

NG34 7TQ

We did not visit the Sleaford branch as part of this inspection.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning, treatment of disease, disorder or injury and surgical procedures. These are delivered from both sites.

The practice is situated within the NHS Lincolnshire Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 11,060. This figure had risen from 10,579 at our previous inspection in November 2019.

The practice offers services from both a main practice and the branch surgery. Patients can access services at either surgery.

It is a dispensing practice and can dispense to eligible patients who live more than 1.6km from a pharmacy, which accounts for 16.1% of the patient list. There is one dispensary which is located at the Heckington surgery.

The practice is part of a wider network of GP practices called a primary care network.

There is a team of five GPs who provide cover at both surgeries. The practice has a team of three nurse practitioners, three nurses, a health care support worker and two phlebotomists. The clinical staff are supported at the practice by a team of dispensers, reception and administration staff.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or the branch surgery.

The Heckington surgery is open; Monday, Thursday and Friday 8am to 6.30pm, Tuesday and Wednesday 8am to 6pm.

Sleaford branch surgery is open; Monday and Friday 8am to 6pm, Tuesday, Wednesday and Thursday 8am to 6.30pm.

On site pre-booked extended hours appointments are available at both sites on Mondays from 6.30 to 8pm.

Extended access appointments are provided at Sleaford Medical Group, from 6.30 to 8pm Monday to Friday and 8am to 6pm at weekends and Bank Holidays.

Out of hours services are provided by Lincolnshire Community Health Services Trust who are contactable through NHS111.