

Grosvenor Medical Centre

Inspection report

Grosvenor Street
Crewe
Cheshire
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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced focused inspection at Grosvenor Medical Centre on 9 December 2019. We carried out an inspection of this service as a result of an annual regulatory review which indicated that there could be a change to the overall rating for this service. 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
- Responsive
- Well Led

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 have rated this practice as good overall and good for the population groups.

We rated the practice as **Good** for providing effective, responsive and well-led services because:

- Patients' needs were assessed, and care and treatment were delivered in line with current legislation, standards and evidence-based guidance.
- Staff worked together and with other organisations to deliver effective care and treatment.
- The practice understood and met the needs of the population groups.
- There was good communication between staff and staff told us they felt well supported.
- The practice sought the views of patients and staff and acted on them.

- There was a focus on continuous improvement.

We identified an area of outstanding practice:

The practice was innovative and continuously looked to improve the services offered to patients through independent and collaborative initiatives. For example, the nurses had developed a wound care clinic in response to patients' needs. This enabled the practice to assess the issues underlying the wounds and to offer a full holistic assessment. An advanced nurse practitioner co-ordinated a supervision group for advanced nurse practitioners to meet the needs of this often-isolated role. The practice maintained a register of potentially vulnerable and isolated patients. The practice had developed searches to identify these patients. A template was then developed and used during consultations or a specific telephone call was made to identify areas the patient may need help with and a referral made based on the needs identified.

The areas where the provider **should** make improvements:

- Record how concerns are investigated and any learning that has arisen from the investigation.
- Continue to work towards improving uptake of cancer screening.
- Ensure that patients' experiences of accessing services are monitored to make sure that improvements made have been effective.

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

Dr Rosie Benneworth 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 and included a GP specialist advisor.

Background to Grosvenor Medical Centre

Grosvenor Medical Centre is located in Grosvenor Street, Crewe, Cheshire. The provider is Grosvenor Medical Centre who is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury. There is also a branch practice at Gresty Brook Medical Centre which is located in Brookhouse Drive, Crewe, Cheshire. The staff team work across both medical centres.

Grosvenor Medical Centre is situated within the NHS South Cheshire Clinical Commissioning Group (CCG) and provides services to approximately 14,173 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

At Grosvenor Medical Centre there are five GP partners. There is also a salaried GP, two advanced nurse practitioners, a trainee advanced nurse practitioner, four practice nurses, one of whom is in training, one GP

assistant, one health care assistant and a clinical pharmacist. The practice is supported by a practice manager, deputy practice manager, finance manager, IT and data manager and reception and administrative staff. The practice is currently providing training to fifth year medical students, GP registrars, physicians associates, student nurses, return to practice nurses, non-medical prescribers and the practice provides cervical cytology mentorship.

The National General Practice Profile states that 96% of the practice population is from a white background. Information published by Public Health England, rates the level of deprivation within the practice population group as four, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The majority of patients are within the aged 15 – 44 age group. Male life expectancy is 78 years compared to the national average of 79 years. Female life expectancy is 81 years compared to the national average of 83 years.