

Eskdaill Medical


Inspection report

Eskdaill Medical, Prospect House
121 Lower Street
Kettering
NN16 8DN
Tel: 01536526526
www.eskdaillmedical.co.uk

Date of inspection visit: 9 November 2023
Date of publication: 04/03/2024

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 responsive to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced focused inspection at Eskdaill Medical on 9 November. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring – not inspected

Responsive - good

Well-led - good

Following our previous inspection on 9 February 2016, 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 Eskdaill Medical on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities.

How we carried out the inspection/review

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.
- 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:

- 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.

Overall summary

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Feedback from staff was pre-dominantly positive about working in the practice and the support they received from the GPs and practice management.
- National GP Patient survey data indicated patients were not always satisfied with access to the practice and appointments. However, feedback gathered from patients as part of the inspection was more positive.
- The practice were below targets for the uptake 3 of the 5 childhood immunisations and cervical screening. Measures had been put in place to increase the uptake.

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

- Continue to take measures to increase the uptake of childhood immunisations and cervical screening.
- Continue to take measures to increase patient satisfaction with access to the practice and suitable appointment availability.
- Embed and sustain the measures already in place to improve access to the practice.

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 Health Care

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 Eskdail Medical

Eskdail Medical is located in Kettering at:

Prospect House
121 Lower Street
Kettering
Northants
NN16 8DN

The provider 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.

The practice is situated within the NHS Northamptonshire Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 14,710. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices that enables them to work with other practices in the area to deliver care.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the fifth decile (5 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 87% White, 6% Asian, 4% Black, 2% Mixed, and 1% Other.

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

The practice has 5 GP partners and 6 salaried GPs. The nursing team consists of 3 nurse practitioners, 2 practice nurses and 1 health care assistant. The clinical staff are supported at the practice by a team of reception/administration staff who are led by a practice manager and deputy practice manager.

The practice is a training practice and regularly has GP registrars. These are qualified doctors who are undertaking additional training to become a GP.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally at the Kettering Hub – GP Extended Access, where evening appointments are available from 4pm to 8pm and Saturday and Bank Holiday appointments are available from 8.30am to 12.30pm. Video consultations are available on Sundays from 1pm to 5pm.

When the practice is closed, out of hours services can be accessed via the NHS 111 service.