

University Medical Centre - Keele

Inspection report

The Health Centre, Keele University,
Keele
Newcastle Under Lyme
Staffordshire
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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 a focused inspection at University Medical Centre - Keele on 26 November 2019 as part of our inspection programme. 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. Due to assurances we received from our review of information, we carried forward the ratings for the following key questions: safe, caring and responsive from our last inspection in January 2015.

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 in each population group.

We found that:

- Patients received effective care and treatment that met their needs. Services had been tailored to meet the needs of the different population groups particularly students.

- There was a strong culture of collaboration with other services within the practice to improve the effectiveness of care and treatment provided to patients.
- Staff had the skills, knowledge and experience to deliver effective care, support and treatment.
- Staff were supported to develop their roles and there was high staff satisfaction within the practice.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- There was an open and supportive culture within the practice.
- There was a clear business plan and strategy in place which outlined short, medium and long-term risks, plans and goals.
- The patient participation group was active and worked with the practice to identify any areas in need of change.

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

- Continue to explore ways of maintaining an upward trend in their cervical screening rate.

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 Care Quality Commission lead inspector and included a GP specialist adviser.

Background to University Medical Centre - Keele

University Medical Centre - Keele is located at The Health Centre, Keele University, Keele, Newcastle Under Lyme, Staffordshire, ST5 5BG. The surgery has good transport links and there is a dispensary within the practice.

The provider is registered with the Care Quality Commission (CQC) to deliver the Regulated Activities; Diagnostic & Screening procedures, Treatment of disease, disorder or injury, Maternity and midwifery services, Family planning and Surgical procedures.

University Medical Centre - Keele is situated within the North Staffordshire Clinical Commissioning Group (CCG) and provides services to approximately 8,090 patients under the terms of a General Medical Services (GMS) contract. A GMS contract is a contract between NHS England and general practices for delivering general medical services to the local community.

The practice employs one female GP partner and two male GP partners, two female nurse practitioners, a practice nurse, two healthcare assistants, a practice manager, a phlebotomist, two dispensers and six administrative staff.

The practice area is one of low deprivation when compared with the national and local CCG area. The practice predominantly serves the student population at Keele University Campus, Keele village and certain areas in Newcastle-under-Lyme. Demographically 3.3% of the practice population is under 18 years old which is significantly lower than the national average of 20.7% and 2.9% are aged over 65 years which is significantly lower than the national average of 17.3%. The general practice profile shows that the percentage of patients with a long-standing health condition is 45% which is below the local CCG average of 55% and the national average of 51%. The National General Practice Profile describes the practice ethnicity as being 75.7% white British, 16.1% Asian, 4.4% black, 2.8% mixed and 1% other non-white ethnicities. Average life expectancy is 78 years for men and 82 years for women compared to the national average of 79 and 83 years respectively.