

Hama Medical Centre

Inspection report

11 Nottingham Road
Kimberley
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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 comprehensive inspection at Hama Medical Centre on 29 January 2019 as part of our inspection programme.

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 all population groups.

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 organised and delivered services to meet patients' needs. 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.

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

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.
The team also included a GP specialist advisor.

Background to Hama Medical Centre

Hama Medical Centre is located at 11 Nottingham Road, Kimberley, Nottinghamshire, NG16 2NB.

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.

Hama Medical Centre service is commissioned by the NHS Nottingham West Clinical Commissioning Group (CCG). The practice provides services to approximately 5,100 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering primary care medical services to the local community.

The practice is ranked in the eighth least deprived decile which is below deprivation levels for CCG and national averages. The practice age profile includes lower levels of patients aged under 18 than CCG and national averages; and lower levels of patients aged 65 and above than the CCG average, but slightly above the national average.

The medical team comprises of two full-time GPs (one female, one male) and two locum GPs (both female). They are supported by a clinical team comprising of three practice nurses, a clinical pharmacist and a nursing associate. The nursing associate role is a new support role that sits alongside existing healthcare assistants and registered nurses to deliver care for patients. The administrative team comprises of a practice manager, a reception manager, a team of nine reception and administrative staff and a domestic staff member.

The practice is open between 7.30am to 6.45pm Monday to Friday. Appointments are available from 7.30am until 6pm except Thursday when appointments are available until 6.30pm. Hama Medical Centre is also part of a group of practices which offers extended hours to the patients within the NHS Nottingham West CCG area. Weekend appointments (8am to 11am) and weekday evening appointments (6.30pm to 8pm) are available across the group. When the service is closed out of hours services are provided through the NHS 111 service.