

# St Alban's Medical Centre

## Inspection report

26-28 St Albans Crescent  
Charminster  
Bournemouth  
Dorset  
BH8 9EW  
Tel: 01202517333  
www.stalbansmc.co.uk

Date of inspection visit: 16/10/2019  
Date of publication: 26/11/2019

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

Following our annual regulatory review of the information available to us, we inspected this service on 16 October 2019. This inspection looked at the following key questions; was the service providing effective and well led services for the registered patient population. We decided not to inspect whether the practice was providing safe, caring or responsive services as there was no information from the annual regulatory review which indicated this was necessary.

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.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.
- Governance systems were effective and regularly reviewed.
- The practice was engaged in local initiatives and worked alongside partners in the local healthcare system.

We found no breaches of regulations.

However, the areas where the practice should make improvement are:

- Implement actions to improve uptake for the cervical screening programme to meet the national target of 80%.

**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

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Good</b> 
<b>Families, children and young people</b>	<b>Good</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b> 

## Our inspection team

Our inspection team was led by a CQC lead inspector. It included a GP specialist advisor and a practice manager specialist advisor.

## Background to St Alban's Medical Centre

St Albans Medical Centre is located at 26-28 St Albans Crescent, Bournemouth, Dorset, BH8 9EW.

There is a branch surgery at East Way, Bournemouth, Dorset, BH8 9PU. We visited the branch surgery. The surgery is in a mixed residential and commercial area has good transport links.

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

St Albans Medical Centres is within the NHS Dorset Clinical Commissioning Group (CCG) and provides

services to approximately 11,000 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.

There are four GP partners and three associate GPs. The nursing team comprises six staff. The clinical team is supported by a practice manager, a deputy practice manager, an administration and a reception team.

The practice population is similar to the national and local averages although there are marginally more patients in the age range 35 to 50 years than locally and nationally. The practice had a smaller proportion (46%) of patients with long standing health conditions than the local (55%) and the national (51%) averages.