

# Denmark Road Medical Centre

## Inspection report

37 Denmark Road  
Winton  
Bournemouth  
Dorset  
BH9 1PB  
Tel: 01202521111  
www.denmarkroadmedicalcentre.nhs.uk

Date of inspection visit: 5 December 2019  
Date of publication: 08/01/2020

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 Denmark Road Medical Centre on 5 December 2019, to check whether requirements made at our previous inspection in November 2018 had been met. The practice were required to make improvements to governance systems and ensuring staff were appropriately trained and supported.

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.**

**All requirements from the previous inspection have been met.**

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.

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

- Continue to improve monitoring of significant events to evidence timescales for any actions and detail the people who are responsible for any actions.
- Continue to monitor and review outcomes for patients, in particular those for diabetes and hypertension.
- Continue to review and address the uptake of cervical screening tests.
- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Review the complaints process to ensure information is consistently sent to complainants about other services they can use if they are not satisfied with the practice's response.

**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. The team included a GP specialist advisor, and a GP specialist advisor who was shadowing the team.

## Background to Denmark Road Medical Centre

Denmark Road Medical Centre is in Bournemouth, Dorset. The practice covers the area of Winton in Bournemouth.

Denmark Road Medical Centre is located at:

37 Denmark Road

Bournemouth

Dorset

BH9 1PB

The local clinical commissioning group (CCG) is the NHS Dorset CCG.

Denmark Road Medical Centre is registered with the Care Quality Commission to provide the following regulated activities:

- Treatment of disease, disorder or injury
- Diagnostic and screening procedures
- Maternity and midwifery services
- Surgical procedures
- Family planning

The practice has approximately 9,849 registered patients. Denmark Road Medical Centre has two GP partners, and five salaried GPs. There are two male and five female GPs. There are two practice nurses and two health care assistants. The practice also employs a paramedic

practitioner, a nurse practitioner and a pharmacist. The practice also employed two practice managers, a reception manager and a team of reception and administration staff. The practice is a training practice for doctors training to be GPs.

The practice is open Monday-Friday 7.45am-6.30pm. Extended hours appointments are available on Tuesdays until 7.30pm, both pre-bookable and on the day appointments are offered. Opening times information is provided on the practice leaflet and on the surgery website. Out of hours services can be accessed via the NHS 111 service.

There are lower than average number of patients over the age of 65 years. The National General Practice Profile states that 91.8% of the practice population identifies as White, the remaining 8.2% identify as Black, Asian or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as seven, on a scale of one to ten. Level one represents the highest levels of

deprivation and level ten the lowest. Male life expectancy is 79.6 years compared to the national average of 79.2 years. Female life expectancy is 83.4 years compared to the national average of 83.2 years.