

Mundesley Medical Centre

Inspection report

Munhaven Close
Mundesley
Norwich
Norfolk
NR11 8AR

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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



Overall summary

We decided to undertake an inspection of this service on 1 October 2019 following our annual review of the information available to us. This inspection was to follow up on the breach of regulation identified at our previous inspection in December 2018 and we looked at the safe key question only.

Our judgement of the quality of care at this service is based 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.

This means that:

- The service had completed a fire risk assessment and had completed actions identified.
- The service had completed infection prevention and control audits regularly to continually assess and improve their service.

- Patient Group Directions were authorised and there was a system in place to monitor expiry dates.
- Blank prescription stationery was monitored and stored appropriately.
- Staff had signed Standard Operating Procedures and these were reviewed regularly.
- Patient safety alerts had been actioned, although the oversight of the system was unclear.

The area where the practice **should** make improvements:

- Review and improve the oversight of the safety alert system to enable all staff to be clear on their roles and responsibilities.

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

Dr Rosie Benneyworth BS BM BMedSci MRCP
Chief Inspector of General Practice

Our inspection team

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

Background to Mundesley Medical Centre

- The name of the registered provider is Mundesley Medical Centre.
- The address of the location is Munhaven Close, Mundesley, Norwich, Norfolk, NR11 8AR.
- There is a branch surgery in a nearby village of Bacton which is open alternate Wednesdays from 11.15am.
- The practice is registered to provide diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.
- Mundesley Medical Centre provides services to approximately 5,700 patients in a semi-rural area in north Norfolk.
- The practice has three GP partners (one female and two male). There is a management team including a practice manager, who is also a registered partner, an operations manager, a manager's assistant, and a reception team leader. The practice employs three nurse practitioners, a practice nurse, a mental health nurse two healthcare assistants and a phlebotomist. Other staff includes a team of administration and reception staff, a dispensary manager, four dispensers and three cleaners.
- The practice holds a General Medical Services contract with NHS England. The practice is able to offer dispensing services to those patients on the practice list who live more than one mile (1.6km) from their nearest pharmacy. We visited the dispensary as part of this inspection.
- The practice is open between 8am and 6pm Monday and Friday. The practice is open 7.30am to 6pm Tuesday, Wednesday and Thursday. Appointments can be booked in advance and the practice was part of a local scheme to offer appointments in the evening and on weekend mornings. Urgent appointments are available for people that need them. Online appointments are available to book in advance.
- When the practice is closed patients are automatically diverted to the GP out of hours service provided by Integrated Care 24. Patients can also access advice via the NHS 111 service.
- We reviewed the most recent data available to us from Public Health England which showed the practice has a smaller number of patients aged 0 to 49 years old compared with the national average. It has a larger number of patients aged 60 and over compared to the national average.
- Income deprivation affecting children is 17%, which is higher than the CCG average of 13% and lower than the national average of 20%. Income deprivation affecting older people is 13%, which is higher than the CCG average of 12% and lower than the national average of 20%. Life expectancy for patients at the practice is 80 years for males and 84 years for females; this is comparable to the England expectancy which is 80 years and 83 years.