

Magdalen Medical Practice

Inspection report

The Magdalen Medical Practice
Lawson Road
Norwich
NR3 4LF
Tel: 01603475555

Date of inspection visit: 29 November 2023
Date of publication: 13/12/2023

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 to people's needs?

Outstanding 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Magdalen Medical Practice on 29 November 2023. Overall, the practice is rated as Good.

Safe - Good

Effective Good

Caring - Good

Responsive - Outstanding

Well-led – Good

We have rated the practice as outstanding for providing responsive services because:

- The practice had a proactive approach to continuous improvement. The practice had further developed the services offered to patients, in response to patient surveys and other patient feedback, especially in relation to access and for specific patient groups. This had resulted in above average patient satisfaction over the last 4 years in the National GP Patient Survey data.

Following our previous inspection on 26 November 2015, the practice was rated good overall and for all key questions. The full reports for previous inspections can be found by selecting the 'all reports' link for Magdalen Medical Practice on our website at www.cqc.org.uk

Why we carried out this inspection.

We carried out this comprehensive inspection in line with our inspection priorities and covered all key areas.

How we carried out the inspection.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting and reviewing evidence from the provider.
- Reviewing staff questionnaires.
- Undertaking a short site visit.

Our findings

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.

Overall summary

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.
- Patients could access care and treatment in a timely way. Review of the National GP Patient Survey data for the past 4 years, has seen the practice perform consistently above the national and local averages for access indicators. The practice had processes in place to monitor patient demand and adjust their appointment systems.
- 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:

- Monitor the newly implemented process for making urgent referrals for suspected cancer so they are all sent within 24 hours.
- Strengthen the system for acting on patient safety alerts by reauditing to check identified actions have been completed, and to identify patients who may become affected by the patient safety alert.
- Monitor the newly updated policy and process to review patients prescribed a rescue steroid for asthma, and to adjust the quantity of medicines prescribed to further encourage patient compliance with monitoring.
- Continue to monitor and reduce the backlog of medical records to be summarised.
- Continue to monitor and encourage patients to attend for their appointments for the national cervical screening programme and with the current action plan to support the identification of carers.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Magdalen Medical Practice

Magdalen Medical Practice is located in Norwich at:

Magdalen Medical Practice

Lawson Road

Norwich

Norfolk

NR3 4LF

The provider is registered with CQC to deliver the regulated activities, diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury, family planning and surgical procedures.

The practice is situated within the Norfolk and Waveney Integrated Care System (ICS) and delivers General Medical Services (GMS). This is part of a contract held with NHS England. They have a patient population of around 14090.

The practice is part of the Norwich Primary Care Network (PCN) which incorporates a team of various clinical and non-clinical staff. These roles are embedded and supported at the practice and also have external supervisory support delivered by OneNorwich Practices.

Information published by the Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the fifth lowest decile (5 of 10). The lower the decile, the more deprived the practice population is relative to others. According to the latest available data, the ethnic make-up of the practice area is 2.3% Asian, 94.5% White, 1.1% Black, 0.7% Mixed, and 0.5% Other. The age distribution of the practice population shows a higher number of working age adults and a lower number of older people according to the local and national averages.

There is a team of 9 GP partners, (5 female and 4 male) at the practice. There are 2 nurse practitioners. There is a team of 4 practice nurses, which includes nurses with a special interest in respiratory disease and diabetes, who provide practice nursing appointments and nurse led clinics for people with long-term conditions, 3 health care assistants (HCAs), 2 phlebotomists, of which one had completed their HCA training and was currently finishing their HCA competencies, and 1 pharmacy technician. The practice is also supported by additional PCN staff which include 1 care coordinator, 2 physicians associates, a first contact physiotherapist, 1 mental health practitioner, 1 enhanced recovery worker and 2 clinical pharmacists. The GPs are supported at the practice by a team of reception, administration, and secretarial staff. The practice business manager and deputy practice manager provide managerial oversight.

The practice is open between 8am to 6.30pm Monday to Friday. The practice provide extended access 3 weekday mornings from 7.30am to 8am and 5 weekday evenings from 6.30pm to 7pm. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments which can be booked online, in person or by telephone. Late evening and Saturday appointments are available through the PCN enhanced access service, at a number of local practices. The Norwich walk in centre is also available for patients 7 days a week. Out of hours services are provided from 6.30pm via the national 111 service.