

# Felixstowe Road Medical Practice

## Inspection report

235 Felixstowe Road  
Ipswich  
Suffolk  
IP3 9BN

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<https://www.felixstoweroadmedicalpractice.co.uk>

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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 

# Overall summary

We previously carried out an announced comprehensive inspection at Felixstowe Road Medical Practice on 7 November 2018. The practice was rated as good overall and good for providing effective, caring, responsive and well led services. It was rated requires improvement for providing safe services and for providing effective services for one population group; people experiencing poor mental health (including people with dementia). As a result of the findings on the day of the inspection, the practice was issued with a requirement notice for Regulation 9 (person centered care) and Regulation 17 (good governance).

We carried out an announced focused inspection at Felixstowe Road Medical Practice on 4 November 2019. This inspection was to follow up on the breaches of regulation identified at the previous inspection.

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.

The practice is rated as good overall, good for providing safe services and good for the population group people experiencing poor mental health (including people with dementia).

We found that:

- Improvements had been made to the recruitment system and appropriate checks had been completed.
- An overdue five year hardwiring electrical check had now been undertaken and essential actions completed.
- Improvements had been made to ensure safe prescribing of medicines and the number of prescription items for co-amoxiclav, cephalosporins and quinolones had been reduced in response to national good practice guidance.
- Improvements had been made to ensure all patients received appropriate follow up in a timely manner. In particular, we saw that the number of patients with mental health needs who were excepted from the quality and outcomes framework (QoF) had been reduced.
- All complaints were acknowledged, and complainants were informed of their right to refer their complaint to the Parliamentary Health Service Ombudsman.

**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

People experiencing poor mental health (including people with dementia)

Good



## Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector and included a GP specialist adviser.

## Background to Felixstowe Road Medical Practice

- The name of the registered provider is Felixstowe Road Medical Practice.
- The practice is registered to provide diagnostic and screening procedures, maternity and midwifery services, surgical procedures, family planning and treatment of disease, disorder or injury.
- The practice holds a Primary Medical Service (PMS) contract with the local Clinical Commissioning Group (CCG).
- The practice area covers East Ipswich and the surrounding villages.
- The practice offers health care services to approximately 11,000 patients.
- The practice website is <http://www.felixstoweroadmedicalpractice.co.uk>
- There are two GP Partners at the practice (male) and four salaried GPs (three females, one male). The practice was in the process of applying for one of the salaried GPs to become a Partner. The practice clinical team also includes one advanced nurse practitioner who focussed on patients with long term conditions, four nurses and three healthcare assistants. The practice manager is supported by a team of 15 administration, secretarial and reception staff, who are managed by an operations manager.
- Felixstowe Road Medical Practice is a training practice and at the time of the inspection had one GP Registrar. GP Registrars are qualified doctors who are undertaking further training to become a GP.
- Out-of-hours GP services are provided by The Suffolk GP Federation Community Interest Company via the NHS111 service.
- The practice has a larger number of patients aged 65 to 74 years than the national average. Income deprivation affecting children and older people is below the England average. Male life expectancy is 80 years for men, which is above the England average at 79 years. Female life expectancy is 85 years for women, which is above the England average of 83 years.