

Mid Devon Medical Practice

Inspection report

Wetheridge Medical Centre
Cannington Road
Wetheridge
Tiverton
Devon
EX16 8EZ
Tel: 01884 860205
www.middevonmedicalpractice.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 
Are services caring?	Good 
Are services responsive?	Good 
Are services well-led?	Good 

Overall summary

We carried out an announced comprehensive inspection at Mid Devon Medical Practice on 25 February 2020.

We carried out an inspection of this service due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions: Safe, Effective and Well Led.

Because of the assurance received from our review of information we carried forward the ratings for the following key questions: Caring and Responsive.

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.

- 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.
- Patient satisfaction was high with improved consultation about developments at the practice.
- There was a positive training culture, which encouraged staff development and workforce succession within primary medical services.

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

- Continue to explore ways to increase uptake of childhood immunisations.
- Continue to review arrangements to improve the uptake of cervical screening.

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

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

Our inspection team

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

Background to Mid Devon Medical Practice

Mid Devon Medical Practice is a rural primary medical service located at:

Witheridge Medical Centre

Cannington Road Witheridge Tiverton Devon EX16 8EZ

The practice has three dispensaries, one at the registered location and the others at the branch surgeries at:

Morchard Bishop Surgery - Chulmleigh Road, Orchard Bishop, Crediton Devon EX17 6NZ

Cheriton Fitzpaine Surgery - Barton Close, Cheriton Fitzpaine, Crediton Devon EX17 4JB

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

Mid Devon Medical Practice is situated within the Devon Clinical Commissioning Group (CCG) and provides services to 5108 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.

The provider is a partnership of three GPs, supported by two salaried GPs (four male and one female). The GPs

work a total of 31 sessions per week. The GPs are supported by two Practice Nurses and two Health Care Assistants. There is a practice manager who is supported by administrative and reception staff. The practice is part of the wider network of GP practices known as the Mid Devon Healthcare primary care network comprising of six practices.

There are higher than average number of patients over the age of 65 (43.6% compared with the national average of 27.6%). The National General Practice Profile states that 1.1% of the practice population is from black minority ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as six, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 80.5 years compared to the national average of 79 years. Female life expectancy is 85.5 years compared to the national average of 83 years.

Mid Devon Medical Practice is a GP training practice with one approved GP trainer. The practice provides registrar placements for qualified doctors wanting to qualify as GPs and foundation year two (F2) doctors. Teaching placements are provided for medical students with plans to extend this to nursing students.

On 25 February 2020, we only inspected the main location at Witheridge Medical Centre. We did not identify any concerns regarding the two branch surgeries.