

Medway Medical Centre

Inspection report

90-92 Malvern Road
Gillingham
ME7 4BB
Tel: 01634578333

Date of inspection visit: 5 May 2021
Date of publication: 25/05/2021

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 carried out an announced comprehensive inspection at Medway Medical Centre on 8 October 2019. The overall rating for the practice was Good but the Safe domain was rated as Requires Improvement. The full comprehensive report on the October 2019 inspection can be found by selecting the 'all reports' link for Medway Medical Centre on our website at www.cqc.org.uk.

After our inspection in October 2019 the practice wrote to us with an action plan outlining how they would make the necessary improvements to comply with the regulations.

Why we carried out this inspection:

We carried out an announced focussed follow-up inspection on 5 May 2021 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection in October 2019. This report covers findings in relation to those requirements.

How we carried out the inspection:

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was in line with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider.
- A short site visit.

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.

This practice remains rated as Good overall.

The key questions at this inspection are rated as:

Are services safe? – Good

We rated the practice as **good** for providing safe services because:

- The provider had made improvements to their systems, practices and processes to help keep people safe.
- The provider had made improvements so that risks to patients, staff and visitors were assessed, monitored or managed in an effective manner.
- The arrangements for medicines management continued to help keep patients safe.

Overall summary

At this inspection we also found:

- The provider had moved the front door call bell button to a height that could be reached by all people with disabilities as well as carried out a disability risk assessment of the practice.
- The provider had taken action to improve patient satisfaction where results were below local and national averages. However, ongoing monitoring and action were required.

The areas where the provider **should** make improvements are:

- Continue to monitor national GP patient survey results and take action to improve patient satisfaction where results are below local and national averages.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Please refer to the detailed report and the evidence tables for further information.

Population group ratings

Older people	Not inspected	
People with long-term conditions	Not inspected	
Families, children and young people	Not inspected	
Working age people (including those recently retired and students)	Not inspected	
People whose circumstances may make them vulnerable	Not inspected	
People experiencing poor mental health (including people with dementia)	Not inspected	

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a second CQC inspector.

Background to Medway Medical Centre

The registered provider is Dr V Murthy & Partners.

Medway Medical Centre is located at 90 – 92 Malvern Road, Gillingham, Kent, ME7 4BB. The practice is situated within the NHS Kent and Medway Clinical Commissioning Group (CCG) and has a general medical services contract with NHS England for delivering primary care services to the local community.

As part of our inspection we visited Medway Medical Centre, 90 – 92 Malvern Road, Gillingham, Kent, ME7 4BB only where the provider delivers regulated activities. The provider also delivers services from Rainside Surgery, 7 Railway Street, Gillingham, Kent, ME7 1XG. Patients registered at Medway Medical Centre can access services at either of these sites.

Medway Medical Centre has a registered patient population of approximately 2,900 patients. The practice is located in an area with a lower than average deprivation score.

There are arrangements with other providers (MedOCC) to deliver services to patients outside of the practice's working hours.

The practice staff consists of two GP partners (one male and one female), one business manager, two practice managers, one deputy practice manager, one advanced nurse practitioner (female), two practice nurses (female), one healthcare assistants (female), four pharmacists as well as reception and administration staff. The practice also employs locum GPs directly.

The provider is registered with the Care Quality Commission to deliver the following regulated activities: diagnostic and screening procedures; maternity and midwifery services; treatment of disease, disorder or injury.