

# East Cowes Medical Centre

## Inspection report

Church Path  
East Cowes  
Isle of Wight  
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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 focused inspection at East Cowes Medical Centre on 10 April 2019 as part of our inspection programme.

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.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.
- The practice had good facilities and was well equipped to treat patients and meet their needs.

- There was a clear leadership structure and staff felt supported by management.
- The provider was aware of and complied with the requirements of the Duty of Candour.
- 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:**

- Review training records for non-clinical staff were updated with full details of completed training.
- Make regular reviews of prescriptions not collected by patients.
- Continue to improve on Quality and Outcome Framework indicators for example asthma reviews.

**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

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

## Our inspection team

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

## Background to East Cowes Medical Centre

East Cowes Medical Centre is located in a purpose-built medical centre at Church Path, East Cowes, Isle of Wight, PO32 6RP.

The centre includes the GP practice, a pharmacy, an NHS walk-in dental service and a range of community health services. The building offers lift and stair access to the practice on the first floor. The practice has free parking in an adjacent car park.

The provider is registered with CQC to deliver the Regulated Activities:

- Diagnostic and screening procedures,
- Family Planning
- Maternity and midwifery services
- Surgical procedures
- Treatment of disease, disorder or injury.

East Cowes Medical Centre has an NHS General Medical Services contract to provide health services to approximately 8800 patients in and around the East Cowes and surrounding area. The practice covers a mixed urban rural population and has 25% of patients over 65 years of age and 10% of patients over 75 years of age.

This practice is a training practice. The practice has two GP partners, both female. In addition, there is one male and one female retained GP. At the time of the inspection a ST3 doctor was attached to the practice. The recently retired male partner is now a GP locum at the

practice. The practice has an advanced nurse practitioner, three practice nurses, two healthcare assistants and a student nurse. The practice also has employed a clinical pharmacist. The clinical team are supported by a practice manager and a team of receptionists, typist and administration support staff.

The practice is open Monday to Friday 8:00am to 6:30pm and operates extended hours clinics on Mondays until 8.00pm. Phone lines are open from 8.30am to 6.30pm Monday to Friday (excluding public holidays). Same day appointments can be booked at any time from

8.00am on the day the patients needed the appointment for. Routine appointments are available up to two months ahead with each GP and up to three months ahead with the nurses.

Urgent appointments were also available for people who needed them. Appointments could be made by phone, online or by visiting the practice. The practice offered online requesting prescriptions.

The practice offered telephone consultation appointments with the GPs or nurses which could be arranged via the reception team. The practice also offered home visits if required and appointments with the practice nurses if the patient felt they did not need to speak with a GP.

The practice has opted out of providing out-of-hours services to their own patients and refers them to the Out of Hours service via the NHS 111 service.