

Meadowgreen Health Centre

Inspection report

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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 to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced comprehensive inspection at Meadowgreen Health Centre on 18 and 19 May 2022. Overall, the practice is rated as Good. The rating for each key question is:

Safe - Good

Effective – Good

Caring – Good

Responsive - Good

Well-led – Good

Why we carried out this inspection

This inspection was a comprehensive inspection as the provider had changed their registration with the commission when moving their location site.

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 with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video and telephone conferencing.
- Completing clinical searches on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- Requesting staff to complete a short questionnaire.
- A short visit to the main site and branch site.

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.

We have rated this practice as Good overall

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. Clinical searches and medical records we reviewed showed effective management and monitoring of patients with long-term conditions although there were some areas that required review.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice had adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access urgent care and treatment in a timely way. However, patients told us that they struggled to obtain a routine appointment and access to the practice by telephone was difficult.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care. Leaders had managed the merger with another practice and a large influx of patients effectively.

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

- Standardise the medication review protocol to ensure all staff are following the same process.
- Improve the uptake of monitoring of patients on medication for heart conditions.
- Implement a rolling process to ensure actions taken as a result of a medicines alert continue long term.
- Address patient feedback with regard to access via telephone and the ability to pre-book a routine appointment.
- Implement a rolling system to review potential missed diagnosis from blood test results.
- Continue to improve uptake of cervical cytology 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

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities, reviewed staff feedback forms 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 Meadowgreen Health Centre

Meadowgreen Health Centre is located in Sheffield at 1 Dyche Close, Sheffield S1 8DJ with a branch site at The Avenue Medical Practice, 7 Reney Avenue, Greenhill, Sheffield S8 7FH. Patients can access services at either surgery. Both sites were visited as part of this inspection.

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 and surgical procedures.

The practice is situated within the Sheffield Clinical Commissioning Group (CCG) and delivers Personal Medical Services (PMS) to a patient population of 18,865 patients. This is part of a contract held with NHS England. The practice is also part of a wider Primary Care Network made up of local GP practices who provide shared services to their patients.

Information published by Public Health England shows that deprivation within the practice population group is in the third lowest decile (three of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the registered population consists of approximately 93.8% white British with the remaining 6.2% of mixed ethnicity. The age distribution of the practice population is similar to other practices in the CCG area.

There is a team of nine GP partners and five salaried GPs who provide cover at both practices. The practice has an advanced nurse practitioner and a team of eight nurses who also provide nurse led clinics for long-term conditions, three health care assistants, two physician associates and two phlebotomists. The GPs are supported at the practice by two practice managers and a team of reception and administration staff. The practice managers are based at the main location to provide managerial oversight but do visit the branch site regularly.

Both sites are open 8.15am to 6pm Monday to Friday with extended opening hours on Mondays and Fridays at the main site and Wednesdays at the branch site when the practice is open from 7am.

Weekend and evening appointments are offered at one of the satellite clinics in Sheffield, in partnership with other practices in the area. When the practice is closed, patient calls are automatically transferred to the Sheffield Out of Hours Service which is located at the Northern General Hospital.