

# Mayflower Medical Group - Stirling Road Surgery

## Inspection report

Stirling Road  
Plymouth  
PL5 1PL  
Tel: 01752982200  
[www.accesshealthanddental.co.uk/  
access-health-care](http://www.accesshealthanddental.co.uk/access-health-care)

Date of inspection visit: 06 December 2021  
Date of publication: 04/02/2022

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

Inspected but not rated



# Overall summary

We carried out an unannounced inspection at Mayflower Medical Group- Stirling Road Surgery on 6 December 2021. This inspection was focused on the management of access to appointments, and was therefore not rated.

Overall, the practice remains rated as Inadequate.

The full reports for previous inspections can be found by selecting the 'all reports' link for Mayflower Medical Group- Stirling Road Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This inspection was undertaken in response to concerns highlighted by patients and was focused on the management of access to appointments.

## How we carried out the inspection

The inspection was led by a CQC lead inspector who spoke with staff on site and the inspection included a site visit.

Interviews were carried out with the IT manager and the operations manager for the group.

We found that:

- People were not able to access appointments in a timely way.
- Following a submitted online form to the practice, patients were offered a range of appointment types dependant on need.
- There were systems in place to support people who face communication barriers to access treatment
- Systems were in place to monitor access to appointments, however improvements were not being made.

We found breach of regulations. The provider **must**:

- Ensure sufficient numbers of staff are deployed to make sure they can meet patients care and treatment needs

**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 and included a site visit.

## Background to Mayflower Medical Group - Stirling Road Surgery

Mayflower Medical Group is located in Plymouth at:

Mayflower Medical Group- Stirling Road

Stirling Road

Plymouth

PL5 1LP

The practice has 5 branch surgeries at:

Ernesettle Medical Centre

Ernesettle Green

Plymouth

PL5 2ST

Mount Gould Medical Centre

200 Mount Gould Road

Plymouth

PL4 7PY

Trelawny GP Surgery

45 Ham Drive

Plymouth

PL2 2NJ

Mannamead Surgery

22 Eggbuckland Road

Mannamead

Plymouth, PL3 5HE

Collings Park Surgery (currently closed)

57 Eggbuckland Road

Hartley

Plymouth

PL3 5JR

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

The practice offers services from the main practice and the branch surgeries. Patients can access services at all surgeries.

The practice is situated within the Devon Clinical Commissioning Group (CCG) and delivers Alternative Provider Medical Services (APMS) service to a patient population of about 37,340. Mayflower Medical Group has evolved over the past four years as Independent Practitioner Practices and other organisations resigned their contracts to provide GMS/PMS services. Access Health Care Ltd was commissioned to run the practices and prepare for a procurement process that is now due to occur in April 2022. The Practice is exclusively a salaried service, Access Health Care Ltd being a subsidiary of Devon Doctors a Community Interest Company. Mayflower Medical Group use the Devon Doctors shared services for HR, finance and some governance processes.

Information published by Public Health England report deprivation within the practice population group as two on a scale of 1 to 10. Level one represents the highest levels of deprivation and level 10 the lowest. The age distribution of the practice population closely mirrors the local and national averages.

There is a team of salaried GPs two of which are clinical leads and a team of remote GPs. The practice team also consisted of advanced nurse practitioners, practice nurses, healthcare assistants and paramedics. They were supported by a management team, administrators and call handlers.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most appointments, following an eConsult were telephone consultations. If the patient was in need of a face-to-face appointment then the patient is offered a choice of either the main GP location or one of the branch surgeries.

Out of hours services are provided by Devon Doctors.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 18 HSCA (RA) Regulations 2014 Staffing
Family planning services	There were insufficient numbers of staff available to ensure patients received safe care and treatment.
Maternity and midwifery services	
Surgical procedures	This was in breach of Regulation 18 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
Treatment of disease, disorder or injury	