

Ravenswood Medical Practice

Inspection report

Ravenswood Health Centre
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Ipswich
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Date of inspection visit: 13 December 2023
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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 responsive to people's needs?

Good



Overall summary

We carried out an announced focused assessment at Ravenswood Medical Practice on 13 December 2023. Overall, the practice is rated as good.

Safe - not inspected, rating of good carried forward from previous inspection

Effective - not inspected, rating of good carried forward from previous inspection

Caring - not inspected, rating of good carried forward from previous inspection

Responsive - good

Well-led - not inspected, rating of good carried forward from previous inspection

Following our previous inspection on 9 January 2019, the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Ravenswood Medical Practice on our website at www.cqc.org.uk

Why we carried out this assessment

We carried out this inspection in line with our inspection priorities, to look specifically at access and the other areas covered by the Responsive key question.

How we carried out the inspection/review

This assessment was carried out in a way without the need for a visit. We:

- assessed data
- spoke to staff using video conferencing
- looked at written evidence using video conferencing.

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 found that:

- The practice organised and delivered services to meet patients' needs.
- People were generally able to access care and treatment in a timely way, although there were some challenges.
- Complaints were listened and responded to and used to improve the quality of care.

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

Overall summary

- Continue to monitor and take steps to improve telephone and appointment access.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor/a member of the CQC pharmacy team who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Ravenswood Medical Practice

Ravenswood Medical Practice Medical Centre is in Ipswich.

The practice is registered to provide diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

The practice holds a Personal Medical Services (PMS) contract. The practice area covers East Ipswich and the surrounding villages. The practice offers health care services to 15100 patients.

The practice has 9 GPs, supported by a team of clinical practitioners, including a Nurse Practitioner, Pharmacists and a Social Prescriber. There are 4 Practice Nurses and 4 Healthcare Assistants and a Phlebotomist.

The reception team is supported by lead and deputy receptionists and there is a dedicated administration team. The practice manager is supported by individual leads for facilities and IT/administration.

The practice is part of a wider network of GP practices, to provide wider support and access for patients.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the fifth decile (5 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 90% White, 5% Asian, 2% Black, and 3% Mixed.

The age distribution of the practice population was similar to the local averages, but differed in some ways from the national average. There were more older and younger people, and fewer people of working age, than at the average practice in England.

The practice is open between 8am to 6.30pm Monday to Friday, and until 8.30pm on Mondays and Tuesdays for pre-booked appointments. Pre-bookable appointments were also available to all patients at another nearby practice as part of a local scheme. Appointments were available in the late evening and on Saturday and Sunday. Outside of these times patients were advised to contact NHS 111.