

# Nelson Medical Centre

## Inspection report

Pasteur Road  
Great Yarmouth  
Norfolk  
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Date of inspection visit: 23/10/2019  
Date of publication: 16/01/2020

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?

Requires improvement 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

East Norfolk Medical Practice is the provider registered with CQC. Nelson Medical Centre is a location registered with that provider.

We carried out an announced comprehensive inspection on 23 October 2019 as part of our inspection programme. Our inspection team was led by a CQC inspector and included a GP specialist advisor and a CQC inspection manager.

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.

We rated the practice as **requires improvement** for providing caring services. The population group of working age people (including those recently retired and students) was also rated as requires improvement.

- GP survey data was lower for all indicators relating to patients' experience during consultations.
- The practice was aware their cancer screening uptake rates including cervical screening rate was significantly lower than the national average. They had reviewed performance in relation to cancer screening and reviews and were in the process of inviting patients in for appointments.

We found that:

- Systems and processes to safeguard patients from abuse were embedded and appropriate.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

The population group for people whose circumstances make them vulnerable is rated as **outstanding** because;

- The practice had a homeless care service, which included an outreach service at the Salvation Army hall, street work and participated in the multi-disciplinary team working from the local housing trust base. Services included immediate access for homeless patients.
- The practice demonstrated that they had a system to identify people who misused substances and treated them in a discrete and respectful way. The provider was able to demonstrate the impact of their scheme in successful dependence reduction. The practice hosted an in-house drug and alcohol service which included a clinic to manage patients with drug seeking behaviour.
- The practice had employed a life coordinator who had helped homeless patients get rehoused.
- The practice had implemented a multi-disciplinary team called the High Intensity User Group to review patients that required the use of the service more frequently. This included homeless patients, patients that have complex social needs and patients enrolled in the misused substance reduction scheme.

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

- Continue to monitor and act on health and safety ensuring information can be obtained at location level.
- Continue to review and encourage uptake on national screening programmes and childhood immunisations.
- Continue to engage with patients, review and improve patient satisfaction in relation to access and patients experience during consultations.
- Continue to review the action plan and embed the identified changes to improve outcomes for patients in relation to the Quality and Outcomes Framework, particularly in relation to exception reporting relating to diabetes, COPD and mental health.
- Ensure location specific significant events are recorded and kept at location level.
- Ensure the staff immunisation policy is implemented.

**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

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

## Our inspection team

Our inspection team was led by a CQC inspector and included a GP specialist advisor and a CQC inspection manager.

## Background to Nelson Medical Centre

- The provider for Nelson medical centre became a branch of East Norfolk Medical Practice (ENMP) on the 1 November 2018. ENMP have three other locations that have a Personal Medical Services (PMS) contract this is a locally agreed contract between NHS England and a GP practice to provide medical services. Nelson medical centre has an alternative provider medical services (APMS) this covers the provision of general medical services, as well as other locally developed services for a specific patient group.
- The name of the registered provider is East Norfolk Medical Practice. The practice address is Nelson Medical practice Pasteur Road, Great Yarmouth, Norfolk, NR31 0DW.
- There are approximately 6,300 patients registered at the practice. The practice is located in an area ranked among the most deprived in the country. The practice is situated in an area scored at one where one is the most deprived and ten is the least.
- The practice is registered to provide the regulated activities of diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.
- The practice has an Alternative Provider Medical Services (APMS) with the local Clinical Commissioning Group (CCG).
- East Norfolk Medical Practice employs 107 staff across four sites. Nelson Medical Practice has three GPs that are based at the practice all other staff are able to work at all sites depending on the need of the practice.
- The organisational team of East Norfolk Medical Practice (Nelson is one of the sites) includes 14 GP partners, (four male and 10 female) who hold managerial and financial responsibility for the practice. The nursing team includes three nurse practitioners, three physician associates, four paramedics, one mental health nurse, one advanced emergency care nurse, five practice nurses, four healthcare assistants, three phlebotomists and a patient welfare manager. There is a management team in place of seven staff who support the managing partner. There is a team of reception and administration staff.
- The practice is a training practice for GP registrars. (A GP registrar is a qualified doctor who is training to become a GP). At the time of our inspection, there were three GP registrars.
- The practice website is .
- The practice opening hours are: 8am-6.30pm Monday to Friday.

- When the practice is closed, Integrated Care 24 provides the out of hours service; patients are asked to call the NHS 111 service to access this service, or to dial 999 in the event of a life-threatening emergency.