

# Trent Meadows Medical Practice

## Inspection report

Branston Primary Care Centre,  
Main Street, Branston,  
Burton On Trent  
Staffordshire  
DE14 3EY

Tel: 01283845555

[www.trentmeadowsmedicalpractice.co.uk](http://www.trentmeadowsmedicalpractice.co.uk)

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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 well-led?

Good 

# Overall summary

We carried out an inspection of this service due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions safe, effective and well led.

We carried out this announced inspection at Trent Meadows Medical Practice 15 October 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.
- The practice had reviewed and re-organised the way in which services were delivered services to meet patients' needs. Recruitment of appropriately skilled and experienced staff to meet patient demand were a practice priority.
- All requests for home visits were triaged by the GPs which resulted in patients being seen by the most appropriate clinician or managed through a telephone consultation if appropriate.

- Receptionists had been given guidance on identifying deteriorating or acutely unwell patients. They were aware of actions to take in respect of such patients.
- There was a strong focus on continuous learning and improvement at all levels of the organisation. For example: the practice encouraged and supported the staff to develop their skills and knowledge, the development to non-clinical champions for cancer care and carers.

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

- Formalise and document the clinical supervision discussions and review of consultations for the nursing team.
- Continue to communicate and consult with patients on the short-term measures in place for the appointment availability at their practice branch site of Stretton.
- Implement the plans discussed at the clinical meeting in September 2019 to clarify and reach consensus on palliative care planning and out of hours communication.
- Continue with the measures put in place to reduce the risk of gaps in the patient safety alerts processes.

**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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist advisor and a practice manager specialist advisor.

## Background to Trent Meadows Medical Practice

Trent Meadows Medical Practice is registered with the Care Quality Commission (CQC) as a partnership provider. It is located in Branston Primary Care Centre, Burton On Trent and has a branch practice located in Stretton, a large village on the outskirts of Burton on Trent in Staffordshire.

The practice is part of the NHS East Staffordshire Clinical Commissioning Group. The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease disorder or injury.

The practice holds a General Medical Services (GMS) contract with NHS England. A GMS contract is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract.

The practice operates from, Branston Primary Care Centre, Main Street, Branston, Burton-on-Trent, Staffordshire, DE14 3EY and Stretton Surgery, Ladywell Close, Stretton, Staffordshire, DE13 0FS.

There are approximately 11,534 patients of various ages registered and cared for at the practice. The practice provides GP services in an area considered to be one of

the less deprived within its locality. Seventeen per cent of the practice population is above 65 years which is slightly lower than the CCG average of 19.8% and in line with the national average of 17.3%. The percentage of patients with a long-standing health condition is just over 59% which is slightly higher than the local CCG and national averages. The practice life expectancy for patients is 79 years for males in line with the national average and is 84 years for females which is above the national average. National General Practice Profile describes the practice ethnicity as being 89.9% white British, 7.4% Asian, 0.9% black, 1.4% mixed and 0.3% other non-white ethnicities.

The staffing consists of:

- Four GP Partners and one salaried GP
- One clinical pharmacist
- One nurse practitioner
- Three practice nurses and one health care assistant.
- A practice manager, office manager, a secretarial and an administration manager

The practice team is supported by nine receptionists, two medical secretaries and five clerical and administrative staff as well as apprentice staff.

The practice is an approved training/teaching practice, and from time to time the practice has GP registrars

working with them. They are fully qualified doctors obtaining further experience in general practice before moving to a practice of their own. They are fully supervised by one of the partners who has been specially approved to teach.

The practice telephone lines are open from 8am until 6pm at Branston and 8.30am until 6pm at Stretton. The practice is opening times at both Branston and Stretton are:

- Monday 8.25am to 1pm & 2pm to 6pm
- Tuesday 8.25am-1pm & 2pm to 6pm (Trent Meadows) and 8.25am to 1pm (Stretton)
- Wednesday 8.25am to 1pm & 2pm to 6pm

- Thursday 8.25am to 1pm & 2pm to 6pm
- Friday 8.25am-1pm & 2pm to 6pm

When the practice is closed patients are directed towards the out of hours provider via the NHS 111 service.

Patients also have access to the Extended GP Access Service. The practice use Q doctor to enable video consultations with GPs these consultations are currently available on Sundays from 10am-12pm. This means for certain conditions you can see a GP from home or work, without having to come to the practice.

Additional information about the practice is available on their website:

at:[www.trentmeadowsmedicalpractice.co.uk](http://www.trentmeadowsmedicalpractice.co.uk)