

# Kelvingrove Medical Centre

## Inspection report

The Kelvingrove Medical Centre  
28 Hands Road  
Heanor  
Derbyshire  
DE75 7HA  
Tel: 01773 713201  
[www.kelvingrovemc.com](http://www.kelvingrovemc.com)

Date of inspection visit: 22 Jan 2019  
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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?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Kelvingrove Medical Centre on 22 January 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.

- 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-centre care.

- The practice worked collaboratively with other health and social agencies for patients to get multidisciplinary treatment without needing to travel including health visitors, community matron and specialist consultants.

- The practice promoted a 'family style', open and honest culture for staff to encourage and promote teamwork across all levels.

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

**Professor Steve Field** CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

## 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 CQC lead inspector and included a GP specialist advisor.

## Background to Kelvingrove Medical Centre

Kelvingrove Medical Centre provides primary medical care services to approximately 9,700 patients. The practice is based in a purpose built building in the Derbyshire town of Heanor located at 28 Hands Road, Heanor, Derbyshire, DE75 7HA.

The practice has a General Medical Services (GMS) contract with NHS England. This is a contract supporting the practice to deliver primary care services to the local community.

The practice is located within the area covered by Southern Derbyshire Clinical Commissioning Group (CCG). The CCG is responsible for commissioning services from the practice. A CCG is an organisation that brings together local GPs and experienced health professionals to take on commissioning responsibilities for local health services.

At the time of the inspection the practice had six GP partners (four male and two female), one salaried female GP, four practice nurses, one healthcare assistant and a practice manager supported by a team of administration and reception staff.

The practice website provides information about the healthcare services provided by the practice. The website also includes information on a range of healthcare conditions.

The practice is open between 8am and 6.30pm Monday to Friday and open until 8pm on a Tuesday evening.

When the practice is closed, patients are asked to contact NHS 111 for out-of-hours care or access a hub for appointments at a different location from 6pm to 8pm Monday to Friday and 8.45am to 12pm Saturdays and Sundays.