

Drs G Streeter, N Potter, J Morgan & R Estall

Inspection report

Church Green
Marden
Tonbridge
Kent
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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

Outstanding 

Are services safe?	Good 
Are services effective?	Good 
Are services caring?	Outstanding 
Are services responsive?	Good 
Are services well-led?	Outstanding 

Overall summary

We carried out an announced comprehensive inspection at Drs G Streeter, N Potter, J Morgan & R Estall (also known as Marden Medical Centre) on 14 March 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 outstanding overall.

We rated the practice as **outstanding** for providing caring services because:

- The practice was an integral part of the local community and actively promoted the health of the population and because feedback from patients was consistently positive about the service they received from the practice.

We rated the practice as **outstanding** for providing well-led services because:

- The culture of the practice and the way it was led and managed drove the delivery and improvement of high-quality, person-centred care.
- Leaders had an inspiring shared purpose, striving to deliver and motivate staff to succeed. There was a strong culture of continuous improvement.

We also rated the practice as **good** for providing safe, caring and responsive services because:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- There were comprehensive systems to keep people safe, which take account of current best practice.
- Services were planned and delivered in a way that met the needs of the local population. The importance of flexibility, choice and continuity of care was reflected in the services provided.
- 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.
- There was openness and transparency in how complaints were dealt with. Complaints and concerns were always taken seriously, responded to in a timely way and listened to.

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

Dr Rosie Bennyworth BS BMedSci MRCGP
Chief Inspector of General Practice 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)	Good 
People whose circumstances may make them vulnerable	Good 
People experiencing poor mental health (including people with dementia)	Good 

Our inspection team

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

Background to Drs G Streeter, N Potter, J Morgan & R Estall

Drs G Streeter, N Potter, J Morgan & R Estall is located at Church Green, Marden, Tonbridge, Kent, TN12 9HP. The practice has good transport links and there is a pharmacy nearby.

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

Drs G Streeter, N Potter, J Morgan & R Estall is situated in a rural area of the West Kent Clinical Commissioning Group (CCG) and provides services to 6,450 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of four GPs (three male and one female) who registered with the CQC in December 2012. The practice employs a salaried GPs (female), a GP retainer (under the retained scheme, which supports

retired GPs to remain in clinical practice), three female practice nurses, a female health care assistant, four medical assistant receptionists (female), a male paramedic practitioner, a business manager, a finance manager, a dispensary supervisor, two dispensers and several administration staff. The practice is part of a wider network of GP practices (a federation) West Kent Health.

The number of patients over the age of 65 are above the national average (practice 31%, national 26%). The National General Practice Profile states that 97% of the practice population is from a white background with a further 3% of the population originating from black, Asian, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as seven, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 79 years compared to the national average of 79 years. Female life expectancy is 87 years compared to the national average of 83 years.