

Central Lakes Medical Group

Inspection report

Rydal Road
Ambleside
LA22 9BP
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www.centrallakesmedicalgroup.co.uk

Date of inspection visit: 16 november 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

Inspected but not rated



Are services responsive to people's needs?

Good



Overall summary

We carried out a targeted assessment of the Central Lakes Medical Group in relation to the responsive key question. This assessment was carried out on 16 November 2023 without a site visit. This was our first assessment of this location since the provider took over the running of the practice in April 2023. We rated the key question of responsive as good. The practice remains unrated overall.

Safe - not inspected
Effective - not inspected
Caring - not inspected
Responsive - good
Well-led - not inspected

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

Why we carried out this inspection

This inspection was a targeted assessment of the key question of responsive.

How we carried out the inspection

This inspection was carried remotely.

This included:

- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider.

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:

- Patients were satisfied with the access to appointments offered by the practice. This was reflected in the National GP survey which showed them to be above the national average.
- The practice understood and were responsive to the changing needs of its local population.
- The practice had an active and effective Patient Participation Group.
- The practice dealt with complaints in a timely manner and learned from them.

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

Overall summary

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC inspector who spoke with staff using video conferencing facilities.

Background to Central Lakes Medical Group

Central Lakes Medical Group is located at Rydal Road, Ambleside LA22 9BP. It has a branch surgery at Bragg Field, Hawkshead, LA22 0QW

The provider is registered to deliver the regulated activities of diagnostic and screening procedures; maternity and midwifery services; treatment of disease, disorder or injury; and, surgical procedures.

The practice is situated within the NHS Lancashire and South Cumbria Integrated Care Board (ICB) and delivers a General Medical Services contract (GMS) to a patient population of over 5900 patients. This is part of a contract held with NHS England. The practice is part of a wider Primary Care Network (PCN).

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is on the 9th decile (9 of 10). The lower the decile, the more deprived the practice population is relative to others. The practice population is 97.7% white with the remainder of the population being mixed.

The practice is open between 8am to 6.30pm Monday to Friday The practice offers a range of appointment types including telephone consultations and advance appointments.

Out of hours services are provided by 111 and Cumbria Health On Call.