

Okehampton Medical Centre

Inspection report

East Street
Okehampton
Devon
EX20 1AY

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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 

Overall summary

We carried out an announced comprehensive inspection at Okehampton Medical Centre on 13 November 2018. The overall rating for the practice was good with safe rated as requires improvement. The full comprehensive report on the Month Year inspection can be found by selecting the 'all reports' link for Okehampton Medical Centre on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 9 April 2019 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations we identified in our previous inspection on 13 November 2018. This report covers our findings in relation to those requirements and additional improvements made since our last inspection.

The overall rating for the practice is unchanged and rated as good. Safe is now rated as good.

Our key findings were as follows:

- Improvements implemented now ensured there were reliable systems for appropriate and safe handling of medicines.

- The leadership team were proactive in addressing risks so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- Governance arrangements were strengthened with strong leadership and management of medicines evidenced.
- Policies and procedures for medicines management and dispensary services had been reviewed and a rolling review programme put in place to ensure current best practice guidance was followed to reduce risks.
- Exception reporting was reviewed through a programme of linked audit to increase uptake of reviews for any patients with long term conditions. Data over three years showed a trajectory of improvement with increased percentages of patients being reviewed.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector.

Background to Okehampton Medical Centre

The partnership of GPs registered as Okehampton Medical Centre runs one registered location, which was inspected on 9 April 2019. This was a focussed inspection. The practice is located at:

Okehampton Medical Centre

East Street Okehampton Devon EX20 1AY

The practice provides a primary medical service to 14,655 patients of a diverse age group. The practice population is in the sixth deprivation decile for deprivation. In a score of one to ten the lower the decile the more deprived an area is. Some surrounding villages have higher levels of deprivation. There is a practice age distribution of male and female patient's equivalent to national average figures. Average life expectancy for the area is similar to national figures with males living to an average age of 80 years and females to 85 years.

The partnership at the practice comprises of five GPs partners supported by four salaried and two retainer GPs (four male and seven female). The team are supported by a practice manager, three practice nurses, seven minor illness nurse prescribers, a primary care paramedic, three healthcare assistants and four phlebotomists. There are administrative and reception staff.

This is a dispensing practice enabling patients living more than one mile away from a pharmacy to use the dispensing services at Okehampton Medical Centre. The dispensary is open Monday to Friday 8.30am to 1.00pm and 2.00pm to 6.00pm. Patients not eligible for the dispensing service can have their prescriptions dispensed at a pharmacy of their choice.

Okehampton Medical Centre is an approved training practice providing vocational placements for GP registrars. Two GP partners are approved to provide

vocational training for GPs, second and third year post qualification doctors. Teaching placements were due to commence for medical students and student nurses. A GP registrar was on placement when we inspected.

Patients using the practice also have access to community nurses, mental health teams and health visitors. Other health care professionals visit the practice on a regular basis.

Okehampton Medical Centre is open from 8.15 am – 6 pm Monday to Friday. The practice has a 'same day' team, comprising of GPs and nurse practitioners with urgent appointments available on the day for patients. Appointments are available early morning, late evening and weekends by appointment (the practice website provides more information about this). Telephone consultations are offered during the day, early morning and late evening several times a week, which benefit working patients.

There is a minor injury unit within the practice which is open between 8.15 am and 6pm, Monday to Friday. This is a walk-in service, where no appointment is needed. This service is able to treat patients with minor injuries, such as lacerations, sports injuries and infections. All other patients experiencing major trauma, head injuries, poisonings or major collapse are directed to the Royal Devon & Exeter hospital in Exeter.

The opening hours of the practice have been agreed locally under the contract. Outside of these times patients are directed to contact the out-of-hours service by using the NHS 111 number.

The practice is registered to provide the following regulated activities: Diagnostic and screening, Surgical procedures, Family planning services, Maternity and midwifery services and Treatment of disease, disorder or injury.