

# Kingsteignton Medical Practice

## Inspection report

The Surgery  
Whiteway Road, Kingsteignton  
Newton Abbot  
Devon  
TQ12 3HN  
Tel: 01626357080  
[www.kingsteigntonmedicalpractice.co.uk](http://www.kingsteigntonmedicalpractice.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 effective?

Good 

Are services well-led?

Good 

# Overall summary

**This provider was previously inspected on 24 June 2015 and rated overall as Outstanding. All population groups and the key questions of Effective and Well led were rated as Outstanding. The key questions of Safe, Caring and Responsive were rated as Good.**

**Having now inspected all GP practices we have a better understanding of the baseline so what we assessed as being outstanding previously, now would not be rated as outstanding.**

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection. This inspection focused on the following key questions: Effective and Well Led.

Because of the assurance received from our review of information we carried forward the ratings for the following key questions: Safe, Caring and Responsive rated as Good.

The provider has a registered manager. A registered manager is a person who is registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

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
- information from the provider, patients, the public and other organisations.

We have rated this practice as good for providing effective and well led services because:

- Patients received innovative effective care and treatment that met their needs, such as from the Kingscare service which was supported by the practice.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care and developments at the practice.
- The practice organised and delivered services to meet patients' needs in a flexible way. 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.
- Staff are consistent in supporting people to live healthier lives through a targeted and proactive approach to health promotion and prevention of ill-health, and every contact with people is used to do so.

We rated the care for older people as outstanding. We rated other population groups as good.

**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>Outstanding</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. The team included a GP specialist advisor and a second CQC Inspector.

## Background to Kingsteignton Medical Practice

Kingsteignton Medical Practice is located in South Devon. The practice is part of NHS Devon Clinical Commissioning Group (CCG).

The provider is registered to provide the following regulated activities:

Maternity and midwifery services

Diagnostic and screening procedures

Treatment of disease, disorder or injury

Surgical procedures

The practice provides care to 11,055 patients living in the Kingsteignton area. The practice is based in an area with a deprivation score of eight (8 out of 10, with 10 being the least deprived). A total of 23% of the practice population are aged over 65 years. This is higher than the national average of 17%. Less than 2% of the practice population have an ethnic minority background recorded in the 2011 census.

There is a team of six GP partners, two male and four female. The team are supported by a practice manager,

deputy manager, five practice nurses, three health care assistants. There are also two minor illness prescribing nurses. The clinical team are supported by additional reception, secretarial and administration staff.

The practice is open between 8.30am and 6pm Monday to Friday. Appointments are available between 8.30am and 5.30pm. Extended hours appointments are offered three times weekly on Monday and Wednesday 7am until 8am and Fridays 7.15am until 8am. In addition, the practice is part of the improved access scheme and offered appointments on a Wednesday evening from 6pm until 8pm on a rota basis.

The practice has opted out of providing out of hours services to their patients. Patients are advised to contact the out of hours services via the NHS 111 service.

We inspected the only location run by this provider at:

Kingsteignton Medical Practice, Whiteway Road, Newton Abbot, Devon TQ12 3HN.