

# Churchmere Medical Group

## Inspection report

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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 well-led?

Good 

# Overall summary

We carried out an announced focused inspection at Churchmere Medical Group on 23 September 2019. 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: Safe, Effective and Well led.

Because of the assurance received from our review of information we carried forward the ratings for the following key questions: Caring and responsive

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 had clear systems, practices and processes to keep people safe and safeguarded from abuse. We saw examples of effective inter-agency working to protect vulnerable patients.
- There were adequate systems to assess, monitor and manage risks to patient safety.
- Patients received effective care and treatment that met their needs. Data showed that the practice was performing above average in the management of diabetes. The practice offers insulin initiation both within the practice and through home visits.

- The practice's performance in relation to childhood immunisations exceeded the World Health Organisations' based target.
- The practice employed its own mental health practitioner. Data showed that the percentage of patients with dementia whose care plan had been reviewed in the proceeding 12 months was significantly higher than the CCG and national average.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. The leadership and management team demonstrated that they understood the challenges to quality and sustainability and had identified the actions needed to address these challenges and had adapted to changes in the health service provision locally.
- The practice has a strong link with the community through a range of initiatives. The practice demonstrated a strong commitment to staff's professional development.

Whilst we found no breaches of regulations, the provider **should:**

- Ensure a documented risk assessment is completed to determine the range of emergency medicines held at the practice.
- Ensure that Patient Group Directions (PGD's) used at the practice have been signed as adopted by their organisation.
- Review the governance and oversight regarding how fridge temperatures are monitored.
- Ensure correspondence relating to children who have not attended their secondary care appointment is reviewed appropriately.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

## 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 Care Quality Commission (CQC) lead inspector. The team included a second CQC inspector, GP specialist advisor, a Pharmacist Specialist Advisor and a practice manager advisor.

## Background to Churchmere Medical Group

Churchmere Medical Group is registered with the Care Quality Commission (CQC) as a partnership GP provider. Churchmere Medical Group is made up of the merger of Ellesmere Medical Practice, Bridgewater Medical Practice and Claypit Street Medical Practice. The merger took place in April 2018. The Ellesmere site is the main location with Bridgewater site and Claypit site considered as branches. The inspection took place at the main location and we also visited the Claypit site.

The practice is part of the NHS Shropshire Clinical Commissioning Group and holds a General Medical Services (GMS) contract with NHS England. A GMS contract is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract. The practice has a registered patient list size of 16,224.

The practice is in an area considered as forth less deprived when compared nationally. Deprivation score for the practice was higher than that of the local CCG area. People living in more deprived areas tend to have greater need for health services.

The practice unemployment level is lower than the CCG and national level.

The percentage of the practice population with a long-standing health condition is 51.8% which is higher compared to local average and national average. (CCG 54.8% and national 51.2%)

The population covered is predominantly white British.

The practice staffing comprises:

- Five GP partners
- Three Salaried GPs
- A team of 10 practice nurses
- Three health care assistants
- One clinical pharmacist
- One pharmacy technician
- A team of dispensing staff
- A team of seven practice management staff
- A team of receptionist and administrative staff

NHS 111 takes calls when the GP surgery is closed.

Additional information about the practice is available on their website: