

# Taunton Road Medical Centre

## Inspection report

12-16 Taunton Road  
Bridgwater  
Somerset  
TA6 3LS  
Tel: 01278720000  
www.trmc.co.uk

Date of inspection visit: 08 Jan to 08 Jan 2020  
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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 caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

**This practice is rated as Good overall.** (Previous rating January 2019 – Good overall with requires improvement for safe).

The key question at this inspection is rated as:

Are services safe? – Good

We carried out an announced focused inspection at Taunton Road Medical Centre on 8 January 2020 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in Regulation 12 HSCA (RA) Regulations 2014: Safe care and treatment.

During this inspection we reviewed areas where the provider should make improvements identified in our previous inspection (9 January 2019) and our key lines of enquiry for 'Safe'. Previously we told the provider they should:

- continue to monitor that the changes implemented following our inspection for safeguarding adults, recruitment, and disclosure and barring check risk assessments are sustained.
- continue to monitor cervical smear screening to meet Public Health England screening rates.
- continue to proactively identify carers.

The full comprehensive report on the January 2019 inspection can be found by selecting the 'all reports' link for Taunton Road Medical Centre on our website at

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.

At this inspection we found:

- The arrangements for managing medicines, including emergency medicines and vaccines, in the practice kept patients safe.
- Risks to patients were assessed and well managed such as the monitoring of patients prescribed high risk medicines.
- The practice had clear systems, processes and practices to protect people at risk of or suffering from abuse or neglect.
- Information about safety was recorded, monitored, appropriately reviewed and addressed.

The areas where the provider **should** make improvements:

- Continue to monitor cervical smear screening to meet Public Health England screening rates.

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

**Please refer to the detailed report and the evidence tables for further information.**

## 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.

## Background to Taunton Road Medical Centre

Taunton Road Medical Centre is provided from one location: 12-16 Taunton Road, Bridgwater, Somerset TA6 3LS and delivers a personal medical service to approximately 14,036 patients. The practice is situated in a purpose-built building near the central area of Bridgwater, with suitable parking and public transport routes. Information about Taunton Road Medical Centre can be found on the practice website [www.trmc.co.uk](http://www.trmc.co.uk).

The Partnership is registered with the CQC in respect of the regulated activities: Diagnostic and screening procedures; Family planning; Maternity and midwifery services; Surgical procedures and Treatment of disease, disorder or injury.

Information from Public Health England (2016/2017) indicates that the practice area population is in the fourth most deprived decile in England. The practice population of children is similar to local and national averages at 20%. The practice population of patients living with a

long-term condition was above the local and national averages at 59%, the local being 57% and national being 54%. Of patients registered with the practice, 98% are White or White British, 0.7% are Asian or Asian British, 0.2% are Black or Black British, and 0.8% are mixed race and Other 0.1%.

The practice partnership consists of nine GPs (four male and five female). The GPs work alongside three salaried GPs, an advanced nurse practitioner (ANP), five practice nurses and three health care assistants. (Two practice nurses are qualified non-medical prescribers meaning they can prescribe medicines in line with a formulary). The practice manager and the practice patient liaison manager are supported by a team of administrators, secretaries, and reception staff. When the practice is not open patients can access treatment via the NHS 111 service.