

The London Road Medical Centre

Inspection report

32 London Road
Sittingbourne
Kent
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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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Good



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Requires improvement



Overall summary

We carried out an announced comprehensive inspection at The London Road Medical Centre on 23 April 2019. This was a first rated inspection for the practice, which had been registered to provide regulated activities under a new provider Dr Tessa Monelle in October 2018.

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 requires improvement overall and in two of the key questions, safe and well-led. They have been rated as good in effective, caring and responsive and in all population groups.

We rated the practice **good** for providing effective, caring and responsive care because:

- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs.
- The practice clinical team promoted the delivery of high-quality, person-centred care.

We rated the practice **requires improvement** for safe and well-led because:

- The practice did not have clear and effective processes for managing risks.
- The overall governance arrangements were not consistently effective.
- The practice had not fully embedded a system for reviewing results in a timely way.
- Although the practice were actively trying to recruit, they did not have sufficient numbers of clinical staff employed to meet the care and treatment needs of their registered patients.

The areas where the provider **must** make improvements are:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.
- Ensure sufficient numbers of suitably qualified, competent, skilled and experienced persons are deployed to meet the needs of the patient population.

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

- Continue to monitor the new systems to ensure patients can access care and treatment in a timely way.
- Continue to develop the system for summarising patients care records.

(Please see the specific details on action required at the end of this report).

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

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a practice manager specialist advisor.

Background to The London Road Medical Centre

The London Road Medical Centre, is situated in Sittingbourne, Kent. The practice has a general medical services contract with NHS England for delivering primary care services to the local community.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures and treatment of disease, disorder or injury.

The London Road Medical Centre is situated within the NHS Swale Clinical Commissioning Group (CCG) and provides services to 7843 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is an individual GP who is supported by one part time salaried GP. The clinical team also comprises a paramedic practitioner, two practice nurses, a mental health nurse and one phlebotomist. One member of the team is training to be a health care assistant. The clinical staff are supported by a practice manager, a deputy practice manager, a senior administrator, two secretaries and an administrative/receptionist team.

Information published by Public Health England, rates the level of deprivation within the practice population group as six, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

Services are provided from: The London Road Medical Centre, 32 London Road, Sittingbourne, Kent, ME10 1ND

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Treatment of disease, disorder or injury	Regulation 17 HSCA (RA) Regulations 2014 Good governance How the regulation was not being met: There was a lack of systems and processes established and operating effectively to demonstrate good governance. In particular we found: • The arrangements for identifying, recording and managing risks, issues and implementing mitigating actions were not operated effectively, in particular in relation to the management of fire risk, infection control risk and risks associated with medicines. This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
Regulated activity	Regulation
Diagnostic and screening procedures Treatment of disease, disorder or injury	Regulation 18 HSCA (RA) Regulations 2014 Staffing How the regulation was not being met: There were not sufficient numbers of suitably qualified, competent, skilled and experienced persons are deployed to meet the needs of the patient population. This was a breach of Regulation 18 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.