

# Donnington Medical Practice

## Inspection report

The Health Centre  
Wrekin Drive, Donnington  
Telford  
Shropshire  
TF2 8EA  
Tel: 01952 605252  
www.donningtonmedicalpractice.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 safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Donnington Medical Practice on 3rd December 2018 as part of our inspection programme.

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 provided care in a way that kept patients safe and protected them from avoidable harm.
- 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. 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.

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

- Improve the way in which the practice can learn from significant events including identifying causative factors and sharing lessons learnt.
- Review the process for checking and reviewing uncollected prescriptions.

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

**Professor Steve Field** CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

## 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 CQC lead inspector. The team included a second CQC inspector, a GP specialist advisor and a practice manager specialist advisor.

## Background to Donnington Medical Practice

Donnington Medical Practice is registered with the Care Quality Commission (CQC) as a partnership provider in the Telford, Shropshire. The practice has a registered patient list size of p 13,966 patients.

The practice is part of NHS Telford and Wrekin Clinical Commissioning Group (CCG). The practice holds a General Medical Services (GMS) contract with NHS England. A GMS contract ensures practices provide essential services for people with health issues including chronic disease management and end of life care.

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

The practice unemployment level is 8%, which is higher than the CCG average of 4% and the national level of 5%.

The percentage of the practice population with a long-standing health condition is 50% which is lower compared to local average and national average.

The percentage of patients under the age of 18 is higher for the practice in comparison with the CCG and National average.

The population covered is predominantly white British.

The practice staffing comprises:

- Six GP partners (one female, five male)
- Four salaried GPs
- Two registrars
- One Advanced Nurse Practitioner
- Three practice nurses
- Two health care assistants
- One Practice Manager and one deputy practice manager
- One business manager
- A team of administration and reception staff

Additional information about the practice is available on their website: [www.donningtonmedicalpractice.nhs.uk](http://www.donningtonmedicalpractice.nhs.uk)