

# Priory Medical Centre- Cape Road Site

## 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 caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Priory Medical Centre – Cape Road site on 19 February 2019 as part of our inspection programme. The practice had previously been inspected under its previous ownership on 5 July 2016 and rated as good.

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 organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

- Urgent same day patient appointments were available when needed. All patients we spoke with and those who completed comment cards before our inspection said they were always able to obtain same day appointments and access care when needed.
- Patients' needs were assessed and care delivered in line with current guidelines. Staff had the appropriate skills, knowledge and experience to deliver effective care and treatment.
- Results from the national GP patient survey revealed a high level of patient satisfaction about the care given at the practice which was either in-line with or above local and national averages. For example, 88.6% of patients who responded said that the last time they had a general practice appointment, the healthcare professional was good or very good at treating them with care and concern and 94% had confidence and trust in the healthcare professional they saw or spoke to.
- Patients said GPs gave them enough time and treated them with dignity and respect.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCGPChief Inspector of Primary Medical Services and Integrated Care

## 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 GP specialist adviser.

## Background to Priory Medical Centre- Cape Road Site

Priory Medical Centre and its branch surgeries Cape Road site and Brese Avenue are located in Warwick town centre. The Cape road site was inspected on this occasion. The practices merged in November 2017 and plans are at an advanced stage for a new combined practice building to be built in the same area. Building is due to start later in 2019.

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

The practice is situated within the South Warwickshire Clinical Commissioning Group (CCG) and provides services to 18,000 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 a partnership with seven partner GPs (three male, four female), six salaried GPs (three male, three female), one registrar GP (male), two Advanced Nurse Practitioners, three practice nurses (one is a nurse manager, one a prescriber and another currently training to be a prescriber) and three health care assistants. They

are supported by a practice manager and administrative staff. Two nurses are also based at the practice who are attached to the Charity of Thomas Oken and Nicholas Eyffler (known locally as Oken). They are employed by Warwick hospital in conjunction with this charity and work with elderly and vulnerable patients.

The practice is a member of the local GP federation, a group of practices who work together to monitor and improve GP services locally. It is also a training practice.

There are slightly higher than average number of patients of working age and aged over 65.

The National General Practice Profile states that 91.4% of the practice population has a white ethnicity, with 6.6% from a mixed race or Asian background with a further 8.6% of the population originating from black, mixed or other non-white ethnic groups. Information published by Public Health England rates the level of deprivation within the practice population group as nine, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 80 years compared to the national average of 79 years. Female life expectancy is 86 years compared to the national average of 83 years.