

# Millstream Medical Centre

## Inspection report

Avon Approach

Salisbury

Wiltshire

SP1 3SL

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[www.millstreamsurgeriesalisbury.nhs.uk](http://www.millstreamsurgeriesalisbury.nhs.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 Millstream Medical Centre on 20 February 2019, as part of our inspection programme and because the service provider changed in January 2018. This is our first inspection of the service under the current service provider.

Our judgement of the quality of care at this service is based 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 for the provision of safe, effective, caring, responsive and well-led care. We also rated the population groups as good.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice performance for the treatment of some long-term conditions such as diabetes and hypertension was below national averages and some of their exception reporting rates were above national averages.
- 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.

We found some examples of outstanding practice. For example:

- The practice leaders had an inspiring shared purpose, a clear vision and a credible strategy to provide high quality sustainable care.
- They had reviewed the service and agreed a service development programme which was clearly documented. It incorporated new care pathways, analysis of strengths and weaknesses, month by month plans and targets for implementing change, and a clear structure for monitoring and reviewing progress.
- The practice made full and effective use of technology and we saw numerous examples of the practice developing or initiating the development of technological development which had subsequently been shared with other GP practices. The practice ensured the IT system supported the practice methodologies rather than them adapting their practices to suit the IT system.

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

- Ensure the recent changes to their prescription monitoring protocol is embedded in the practice.
- Maintain and improve performance as measured by the quality outcomes framework.

**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 and included a GP specialist advisor and a practice management specialist advisor.

## Background to Millstream Medical Centre

Millstream Medical Centre is a GP practice located in the centre of Salisbury in Wiltshire. It is one of 47 practices within the Wiltshire Clinical Commissioning Group (CCG) area and has around 5,440 patients. The practice is one of five in the locality area of Sarum North.

The practice occupies purpose built premises and includes six consulting rooms and one treatment room. All clinical areas are on the ground floor. The practice shares the building and some of the facilities with the Salisbury Walk-in Centre.

The practice is registered to provide the following activities:

- Diagnostic and screening procedures;
- Family planning;
- Maternity and midwifery services;
- Surgical procedures;
- Treatment of disease, disorder or injury.

The practice provides a number of services and clinics for its patients including childhood immunisations, family planning, antenatal and postnatal care, minor surgery and a range of health lifestyle management and advice including asthma management, diabetes, heart disease and high blood pressure management.

The practice provides some services, such as services for the elderly, in partnership with the other practices in the Sarum North locality, and other services, such as additional appointments in the evening and at weekends, in partnership with the Wiltshire GP Alliance.

Data available shows a measure of deprivation in the local area recorded a score of 8, on a scale of 1-10, where a higher score indicates a less deprived area. (Note that the circumstances and lifestyles of the people living in an area affect its deprivation score. Not everyone living in a deprived area is deprived and not all deprived people live in deprived areas). The area the practice serves has relatively low numbers of patients from different cultural backgrounds. 96% of the practice population describes itself as white British. Average male and female life expectancy for patients at the practice is 80 years and 85 years respectively, which is similar to the Wiltshire average and in line with the national average of 79 and 83 years respectively.

There are four GP partners. One of the GPs is female and three are male. Some work part-time, making a full-time equivalent of 2.6 GPs. They are supported by a team of six advanced nurse practitioners, a mental health nurse, two practice nurses, two health care assistants and two

clinical pharmacists. There is an administrative team of eight receptionists and administrators, and three managers led by the practice manager who is also a partner.

The practice is open from 8am to 8pm, Monday to Thursday and 8am to 6.30pm on Friday. The practice has opted out of providing a full Out of Hours service to its own patients. Patients can access an Out of Hours GP service by calling NHS 111. Information about how to access this service was available in the surgery and on their website.

The practice has a General Medical Services contract with NHS England (a locally agreed contract negotiated between NHS England and the practice).

The practice provides services from the following site:

- Millstream House, Avon Approach, Salisbury, SP1 3SL

The practice has a website containing further information. It can be found here:

- [www.millstreamsurgeriesalisbury.nhs.uk](http://www.millstreamsurgeriesalisbury.nhs.uk)

At the time of our inspection the practice registration with the Care Quality Commission was incorrect. It did not reflect the change of entity which had occurred in January 2018 when the practice changed from a sole provider GP to a partnership. Shortly before the inspection the practice had submitted the appropriate application documents which were currently being processed.