

# Lombard Medical Centre

## 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 focused inspection at Lombard Medical Centre on 18 September 2019 as part of our inspection programme.

The service was previously inspected in July 2015 and was rated Good overall at that inspection.

We carried out an inspection of this service as we believed there may have been a change in its overall rating since our previous inspection.

Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

- Effective
- Responsive
- Well-led

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

- Safe
- Caring

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 found that:

- Patients received effective care and treatment that met their needs.
- 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-centred care.

The area where the provider **should** make improvement is:

- Strengthen and improve documentation of the supervision of non-medical prescribers to include a review of the effectiveness of their prescribing practices and consultations.

**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

<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 consisted of a CQC lead inspector, a GP specialist adviser, a nurse specialist adviser and an additional CQC inspector.

## Background to Lombard Medical Centre

Lombard Medical Centre is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, surgical procedures, maternity and midwifery services, family planning and treatment of disease, disorder or injury.

Lombard Medical Centre provides primary medical services to approximately 19100 patients through a general medical services contract (GMS).

The practice is situated in Newark town centre. Services are on the second floor of a purpose-built premises with lift and stair access. The practice population live in an area of deprivation which is similar to the national average but income deprivation affecting children is above the national average.

The clinical team comprises of nine GP partners and one GP retainer (GP retainers are employed by practices to work between one and four clinical sessions per week to maintain and develop their skills in general practice), a pharmacist, a nurse practitioner, five practice nurses and five healthcare assistants.

The management team comprises of a practice director and an assistant practice manager. They are supported by 26 staff including reception and administrative staff.

The practice is both an accredited training and teaching practice. At the time of our inspection there were five doctors in training based at the practice.

The practice reception is open between 8.00am and 6.30pm Monday to Friday. Appointments are offered between 8.00am and 6.00pm Monday to Friday.

The practice also offers pre-booked appointments only from 6.30pm to 8pm on Tuesdays, Wednesdays, Thursdays and Fridays and from 8am to 12pm on four out of every five Saturdays. In addition, the practice offers appointments from 8am to 12pm on Sundays and bank holidays from a room based at Newark Hospital nearby. Patients can also book appointments for Monday evenings and one out of every five Saturdays at a nearby GP practice.

The practice has opted out of providing GP services to patients out of hours. During these times GP services are currently provided by Nottingham Emergency Medical Services (NEMS).