

Arbury Medical Centre

Inspection report

Cambridge Drive
Stockingford
Nuneaton
Warwickshire
CV10 8LW
Tel: 024 7638 8555
www.arbury.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 Arbury Medical Centre on 8 January 2019 as part of our inspection programme. The practice was previously rated as Good in August 2015.

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:

- 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, 83% 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.

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser.

Background to Arbury Medical Centre

Arbury Medical Centre is located in Nuneaton. There is a pharmacy located nearby. 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 Warwickshire North Clinical Commissioning Group (CCG) and provides services to 9,300 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 three partner GPs ((two female, one male), one locum GP who is regularly employed at the practice (male), three practice nurses and a healthcare assistant. They are supported by a practice manager and administrative staff. The practice is a member of the local GP federation, a groups of practices who worked together to monitor and improve GP services locally.

There are higher than average number of patients of working age and fewer patients aged over 70 than the national average. Due to the nature of the local population, there is a high turnover of

patients with approximately 600 moving away every year and a similar number joining the practice.

The National General Practice Profile states that 94% of the practice population has a white ethnicity, with 4.04% from a mixed race or Asian background with a further 8% 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 four, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 77 years compared to the national average of 79 years. Female life expectancy is 82 years compared to the national average of 83 years.

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
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This section is primarily information for the provider

Enforcement actions

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. We took enforcement action because the quality of healthcare required significant improvement.

Regulated activity	Regulation
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