

# Trentham Mews Medical Centre

## Inspection report

Trentham Mews, Eastwick Crescent  
Stoke-on-Trent  
ST4 8XP

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[www.trenthammewssurgery.nhs.uk](http://www.trenthammewssurgery.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 Trentham Mews Medical Centre on 17 February 2020 to follow up on previous breaches of regulation.

We had previously carried out an announced, comprehensive inspection of Trentham Mews Medical Centre on 16 November 2018 and rated the practice as requires improvement overall and in safe and well-led. We rated effective, caring and responsive as good. We issued requirement notices for safe care and treatment and fit and proper persons employed. We also made four best practice recommendations:

- Update policies to ensure they reflect current guidance.
- Provide reception staff with training to identify the rapidly deteriorating patient.
- Implement and monitor changes required as identified in the infection control audit.
- Improve government arrangements and risk management processes so that they operate effectively.

Trentham Mews Medical Centre changed its legal identity from a partnership provider to a single-handed GP practice in September 2019. The full comprehensive report for the inspection in November 2018 can be found by selecting the 'all reports' link for Trentham Mews Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

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 in all key questions. We rated each population group as good except for vulnerable adults which we rated as requires improvement.**

We found that:

- The practice had systems, practices and processes to keep patients safe. However, systems to safeguarded children and vulnerable adults from abuse were not always effective.
- There was a system in place for reporting, investigating and sharing learning from significant events. However, an overall system for reviewing trends over time was not in place.

- Patients received effective care and treatment that met their needs.
- The practice had a comprehensive programme of quality improvement and used information about care and treatment to make improvements.
- Staff treated patients with kindness, respect and compassion and respected their privacy and dignity.
- Patient satisfaction with access to appointments was overwhelmingly positive.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The issues identified in the requirement notices for safe care and treatment and fit and proper persons employed, issued at our previous inspection, had been appropriately addressed.
- The four best practice recommendations identified at our previous inspection had been appropriately addressed.

The areas where the provider **should** make improvements are:

- Follow up children that did not attend hospital appointments.
- Appropriately code vulnerable adults within the practice's computer system.
- Update the practice leaflet to include contact details for the Public Health Service Ombudsman to support patients that wish to complain.
- Identify trends over time from significant events and complaints.

We found one area of **outstanding** practice:

- All four national GP survey indicators regarding access to appointments were above the local and national averages. Patient satisfaction with telephone access to the practice was 97% which was significantly above the national average of 68%.

**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

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	Requires improvement	
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 and included a GP specialist advisor.

## Background to Trentham Mews Medical Centre

Trentham Mews Medical Centre is located at Eastwick Crescent, Trentham, Stoke-on-Trent, Staffordshire, ST4 8XP. The practice has good transport links and there is a pharmacy close by.

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

Trentham Mews Medical Centre is situated within the Stoke-on-Trent NHS Clinical Commissioning Group (CCG) and provides services to approximately 3,626 patients under the terms of a General Medical Services (GMS) contract. A GMS contract is a contract between NHS England and general practices for delivering general medical services to the local community.

The practice employs a single-handed male GP, a female salaried GP (currently on maternity leave), two practice nurses, an elderly care facilitator, a practice manager, an assistant practice manager and four administrative staff covering a range of hours.

The practice area is one of low deprivation when compared with the national and local CCG area. Demographically 16.8% of the practice population is under 18 years old which is lower than the national average of 20.6% and 25.5% are aged over 65 years which is above the national average of 17.4%. The general practice profile shows that the percentage of patients with a long-standing health condition is 65.5% which is above the local CCG average of 55% and the national average of 51%. The National General Practice Profile describes the practice ethnicity as being 94% white British, 3.7% Asian, 0.8% black, 1.1% mixed race and 0.4% other non-white ethnicities. Average life expectancy is 78 years for men and 82 years for women compared to the national average of 79 and 83 years respectively.