

East Cliff Medical Practice

Inspection report

The Montefiore Medical Centre
Dumpton Park Drive
Ramsgate
CT11 8AD
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www.eastclifframsgate.nhs.net

Date of inspection visit: 20 August 2021
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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 to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced inspection at East Cliff Medical Practice on 20 August 2021. Overall, the practice is rated as good.

Set out the ratings for each key question

Safe - good

Effective – good

Responsive – good

Caring – good

Well-led – good

Following our previous inspection on 25 August 2015 the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for East Cliff Medical practice on our website at www.cqc.org.uk.

Why we carried out this inspection

This inspection was a comprehensive inspection as the practice has changed legal entities and is now being managed by a new provider. Consequently, the provider was assessed in relation to all five domains, safe, effective, responsive, caring and well led.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice’s patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

Our findings

We based our judgement of the quality of care at this service on a combination of:

Overall summary

- 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 provided individualised care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff were trained and dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- Patients could access care and treatment via a number of routes in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care both within the practice and wider health and social care economy.

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

- utilise corporate governance systems to provide an additional tier of scrutiny and assurance in the management of medicines.

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	Good 
People experiencing poor mental health (including people with dementia)	Good 

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using audio conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to East Cliff Medical Practice

East Cliff Medical Practice is located in Ramsgate, Kent at:

The Montefiore Medical Centre,
Dumpton Park Drive,
Ramsgate,
Kent,
CT11 8AD

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 and surgical procedures.

The practice is situated within the Kent and Medway Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 15,730. However, their patient population is weighted to account for 17,297 patients under their contract held with NHS England. Their patient population continues to grow.

The practice is part of a wider network of GP practices and a member of the Ramsgate Primary Care Network.

Information published by Public Health England shows that deprivation within the practice population group is in the third lowest decile (three of ten). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 95.4% white, 2.03% Asian, 0.63% Black, 1.73% Mixed, 0.22% Other.

On the day of the visit there were 11 GPs in post. An additional GP is due to join the team in September 2021. The clinical team is diverse and extensive including a physician associate, advanced clinical practitioner, advanced nurse practitioners, specialist practice nurses, nursing associates, health care assistants, clinical pharmacist, and pharmacy technician. Practice/business manager. The team also benefit from access to additional resources via their Primary Care Network.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment at the practice.

Extended access is commissioned locally by Kent and Medway Clinical Commissioning Group and provided locally by IC24, where late evening and weekend appointments are available outside normal hours 8am to 6.30pm Monday to Friday.