

# The Park Medical Practice

## Inspection report

Maine Drive  
Chaddesden  
Derby  
Derbyshire  
DE21 6LA  
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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 responsive?

Good



# Overall summary

We carried out a desk top follow up inspection at The Park Medical Practice on 10 September 2020 to review the responsive key question.

We based our judgement of the quality of care at this service on documentation and information from the provider and information from our ongoing monitoring of data about services.

The practice was inspected in November 2019 where it received an overall rating of good, with a rating of requires improvement for the responsive key question due to poor National GP Survey results in regard to access via telephone.

At this inspection, we found the provider had addressed the survey results and carried out their own survey which demonstrated improvement in patient satisfaction results.

We have rated this practice as **good** for providing responsive services, and **good** overall.

We rated the practice as **good** for providing responsive services because:

- The practice had conducted an action plan following the 2019 National GP patient results and reviewed patient satisfaction. Changes had been implemented to attempt to improve results.
- The practice carried out their own patient survey regarding access to the practice and found that 75% of patients found it easy to access the practice.

This affected all population groups which were rated as **good**.

**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 was conducted by a CQC inspector.

## Background to The Park Medical Practice

The Park Medical Practice is a partnership between nine GPs and the practice manager providing Primary Medical Services to approximately 29,700 patients.

The main practice is in Chaddesden in Derby, with a branch surgery in Borrowash, Oakwood and the University of Derby, Kedleston Road.

The Park Medical Practice is registered to provide Diagnostic and Screening Procedures, Treatment of Disease, Disorder or Injury, Surgical procedures, Maternity and Midwifery and Family Planning regulated activities from Maine Drive, Chaddesden, Derby DE21 6LA.

The practice has a contract with NHS Derby and Derbyshire CCG to provide General Medical Services (GMS) and offers a range of local enhanced services.

The practice has a larger than average population of patients aged 15-44, and a lower than average patient population over the age of 65.

The average life expectancy is 78 years for men and 83 years for women, compared to the national average of 72 and 83 respectively.

The practice is ranked in the fifth most deprived decile. People living in more deprived areas tend to have greater need for health services.

The National General Practice Profile describes the practice ethnicity as being predominant white at 93.3% of the registered patients, with estimates of 2% mixed race, 2.6% Asian and 1.5% black.

The practice has a large staff team, including administrative staff, a practice manager, assistant practice manager, IT manager, nurse manager, accountant, seven practice nurses, five nurse practitioners, five health care assistants, a pharmacist, two pharmacy technicians and six salaried GPs. Various staff work across the three practices.

The practice holds the General Medical Services (GMS) contract to deliver essential primary care services. The practice was a hub site which provided extended access appointments weekdays until 8pm and weekends from 8am to 12noon. When the practice was closed, patients were asked to contact 111 and Derbyshire Health United for out-of-hours care.