

# Memorial Medical Centre

## Quality 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 service

Good 

Are services safe?

Good 

# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Memorial Medical Centre on the 19 January 2017. The overall rating for the practice was good. However, the practice was rated as requires improvement for providing safe services. The full comprehensive report on the January 2017 inspection can be found by selecting the 'all reports' link for Memorial Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced focused inspection carried out on 10 August 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as good.

Our key findings were as follows:

- There were appropriate arrangements for identifying, recording and managing risks and implementing mitigating actions.
- The practice had an up to date fire risk assessment and carried out regular fire drills. There were

designated fire marshals within the practice. There was a fire evacuation plan and the practice had identified how staff could support patients with mobility problems to vacate the premises.

- Emergency medicines were easily accessible to staff in a secure area of the practice and staff knew of their location.
- The practice had implemented an action plan to improve access to ensure that patients were able to book appointments that suited their needs. At our previous inspection 67% of patients were able to get an appointment to see or speak with someone the last time they tried. This has improved to 73% compared to the local average of 76% and the national average of 84%.
- The number of carers identified by the practice had increased from 68 at our last inspection in January to 132 (1% of the practice list). Written information was available to direct carers to the various avenues of support available to them. A member of staff acted as a carers' champion to help ensure that the various services supporting carers were coordinated and effective.

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

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

At our previous inspection on 19 January 2017 we rated the practice as requires improvement for the provision of safe services as risks to patients were not always assessed and well managed.

These arrangements had significantly improved when we undertook a follow up focused inspection on 10 August 2017. The practice is now rated as good for providing safe services.

We reviewed evidence to show that the practice had taken action to address the area where the previous inspection identified they must make improvement, in that:

- We saw that there were appropriate arrangements for identifying, recording and managing risk and implementing mitigating actions.
- The practice had an up to date fire risk assessment and carried out regular fire drills. There were designated fire marshals within the practice. There was a fire evacuation plan and the practice had identified how staff could support patients with mobility problems to vacate the premises.

We reviewed evidence to show that the practice had taken action to address the areas where they should make improvements in the provision of safe services, in that:

- Emergency medicines were easily accessible to staff in a secure area of the practice and staff knew of their location.

**Good**



# Memorial Medical Centre

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection team was led by a CQC Inspector. The team included a CQC Assistant Inspector.

## Background to Memorial Medical Centre

Memorial Medical Centre is located near to the centre of Sittingbourne, Kent. The practice patient population is relatively evenly spread across all age groups. The practice is part of the NHS Swale Clinical Commissioning Group and has approximately 15,800 patients.

The area the practice serves is urban and has relatively low numbers of patients from different cultural backgrounds. The practice has more patients registered under the age of 14 years than the national average. The practice area is in the mid-range for deprivation nationally and has a slightly lower than average number of patients (2%) who are unemployed compared to the local average of 5%. The percentage of patients living with a living term chronic disease is 61% which is similar to the local average of 58%.

The practice is managed by four GP partners (one male and three female) and one nurse partner (female). The practice is supported by three salaried GPs (one female and two male) one GP locum, four practice nurses and two health care assistants (all female), one paramedic (male) and an administrative team led by the business manager. The practice is approved for training nursing students and qualified doctors.

The practice is open between 8am and 6.30pm Monday to Friday. Appointments are available between 9am and 11.10am every morning and 3pm to 5pm every afternoon.

Extended hours appointments are offered from 7am to 7.50am on Tuesday morning and 6pm until 7.50pm on a Monday evening. In addition to pre-bookable appointments that can be booked up to four weeks in advance, urgent appointments are available for patients that needed them. Telephone appointments are also available to book.

The practice has a General Medical Services (GMS) contract to deliver health care services.

Services are provided from:

Memorial Medical Centre

Bell Road,

Sittingbourne,

Kent, ME10 4XX

There are arrangements with other providers (Medway Doctors on Call Care.) via the NHS 111 system to deliver services to patients outside of the practice's working hours.

## Why we carried out this inspection

We undertook a comprehensive inspection of Memorial Medical Centre on 19 January 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement for the provision of safe services. The full comprehensive report following the inspection in January 2017 can be found by selecting the 'all reports' link for Memorial Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

# Detailed findings

We undertook a follow up focused inspection of Memorial Medical Centre Health Centre on 10 August 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

## How we carried out this inspection

During our visit we:

- Spoke with the business manager and the assistant practice manager.
- Reviewed policies and procedures

Please note that when referring to information throughout this report, for example any reference to the patient survey data, this relates to the most recent information available to the CQC at that time.

# Are services safe?

## Our findings

At our previous inspection on 19 January 2017, we rated the practice as requires improvement for providing safe services as risks to patients were not always assessed and well managed.

These arrangements had significantly improved when we undertook a follow up inspection on 10 August 2017. The practice is now rated as good for providing safe services.

### Monitoring risks to patients

We saw that arrangements to identify risks had been implemented and risks were acted upon and monitored.

- The practice had conducted a health and safety risk assessment. This included identifying action that needed to be undertaken by the practice and by NHS Property Services in areas of the building not directly maintained by the practice.
- We saw that the practice had acted upon all areas identified as requiring action and had documented that

these areas had been resolved. For example, the risk assessment identified that the health and safety poster was not displayed. The practice had displayed the poster and ensured that it included details of the staff responsible for health and safety. The practice undertook a further risk assessment to document that the action had been taken and to re-assess the level of risk.

- The practice had an up to date fire risk assessment and carried out regular fire drills. There were seven designated fire marshals within the practice, each with an assigned area of responsibility. There was a fire evacuation plan and the practice had identified how staff could support patients with mobility problems to vacate the premises.

### Arrangements to deal with emergencies and major incidents

Emergency medicines were easily accessible to staff in a secure area of the practice and staff knew of their location.