

# Belgrave Medical Centre

## Inspection report

116 Belgrave Road  
Dresden  
Stoke On Trent  
Staffordshire  
ST3 4LR  
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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 Belgrave Medical Centre on 15 March 2019 as part of our inspection programme.

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 population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Monitoring of the prescribing competence of nurse prescribers was opportunistic.
- Patients received effective care and treatment that met their needs.
- There were protocols to support non-clinical staff if they encountered a deteriorating or acutely unwell patient, for example sepsis. However, non-clinical staff had not received formal training in sepsis.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice had only identified 0.5% of the practice as carers.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

- The way the practice was led and managed drove continuous improvement and innovation in the delivery of high-quality care.

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

- The practice had established a practice fund, funded by the private work carried out by the GP partners, to support local community groups. Local groups were encouraged to bid for money from the fund, up to £500, to support their work. In the previous 12 months the fund had provided finance to two projects. 'The Pink Ladies', a breast cancer support group, working with the local hospital, to provide ongoing support for women diagnosed with breast cancer. They had also provided financial support to a local nursery to purchase additional play equipment.

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

- Provide non-clinical staff with training in sepsis.
- Introduce a formal system for monitoring the prescribing competence of nurse prescribers.
- Identify ways to improve the identification of carers to enable this group of patients to access the care and support they need.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Rosie Benneyworth** BS BM 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 team was led by a Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser and a practice manager specialist adviser.

## Background to Belgrave Medical Centre

Belgrave Medical Centre is located at 116 Belgrave Road, Dresden, Stoke-on-Trent, Staffordshire, ST3 4LR. The practice has good transport links and 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, surgical procedures and treatment of disease, disorder or injury.

Belgrave Medical Centre is situated within the NHS Stoke-on-Trent Clinical Commissioning Group (CCG) and provides services to approximately 12,180 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 two male and one female GP partners, three GP registrars, three advanced nurse

practitioners, three practice nurses, a healthcare support worker, a practice manager and assistant practice manager, three pharmacists and 13 administrative staff working a range of hours.

The practice area is one of high deprivation when compared with the national average. The practice population distribution is comparable to the local CCG and national averages. The general practice profile shows that the percentage of patients with a long-standing health condition is 58% which is above the local CCG average of 56% and national average of 51%. National General Practice Profile describes the practice ethnicity as being 90.3% white British, 7.2% Asian, 0.9% black, 1.3% mixed and 0.3% other non-white ethnicities. Average life expectancy is 77 years for men and 82 years for women compared to the national averages of 79 and 83 years respectively.