

The Park Medical Practice

Inspection report

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Chaddesden
Derby
Derbyshire
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Date of inspection visit: 14 Nov 2019
Date of publication: 07/01/2020

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?

Requires improvement 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at The Park Medical Practice on 14 November 2019 as part of our inspection programme.

We decided to undertake an inspection of this service following our annual review of the information available to us. This was because of the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focussed our inspection on the following key questions.

Is the practice effective?

Is the practice caring?

Is the practice responsive?

Is the practice well led?

Because of the assurance received from our review of information we carried forward the rating of 'good' for the safe key question.

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.

We rated the practice as **good** for providing effective, caring and well led services because:

- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We rated the practice as **requires improvement** for providing responsive services due to patients not being able to access the practice easily. Although the practice had put in some systems to improve access, the impact had not demonstrated improvement.

This affected all population groups which have also been rated **requires improvement**.

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

- Review patient survey results to demonstrate improvement in patient satisfaction.
- Consider the need for formal monitoring and audits of prescribing and consultations for non-medical prescribers within the practice.
- Review the system for assuring locum or agency staff are appropriately trained for the role.

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	Requires improvement 
People with long-term conditions	Requires improvement 
Families, children and young people	Requires improvement 
Working age people (including those recently retired and students)	Requires improvement 
People whose circumstances may make them vulnerable	Requires improvement 
People experiencing poor mental health (including people with dementia)	Requires improvement 

Our inspection team

The inspection team was led by a CQC inspector and contained a GP specialist advisor, a practice nurse specialist advisor and a second 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 26,000 patients.

The main practice is in Chaddesden in Derby, with a branch surgery in Borrowash, Derbyshire and the University of Derby, Kedleston Road. We did not inspect the Borrowash branch at this inspection. The partners also manage Oakwood Surgery in Derby, which is registered under a separate registration and location.

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, 10 practice nurses, five nurse practitioners, five health care assistants, a pharmacist, two pharmacy technicians and nine 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.