

Carn to Coast Health Centres

Inspection report

Station Road
Pool
Redruth
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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 well-led?

Good 

Overall summary

We carried out an announced inspection at Carn to Coast Health Centres on 24 February and 15 March 2022. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Well-led - Good

Following our previous inspection on 6 July 2016, the practice was rated Good overall and Good in safe, effective, caring and well led. The responsive domain and the vulnerable people population group were rated as Outstanding.

The full reports for previous inspections can be found by selecting the 'all reports' link for Carn to Coast on our website at www.cqc.org.uk

Why we carried out this inspection

The CQC undertook this inspection at the same time as we inspected a range of urgent and emergency care services in Cornwall. To understand the experience of GP Providers and people who use GP services, we asked a range of questions in relation to urgent and emergency care. The responses we received have been used to inform and support system wide feedback.

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
- A staff questionnaire

Our findings

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

Overall summary

- information from the provider, patients, the public and other organisations.

We have rated this practice as Good overall

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

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

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 video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Carn to Coast Health Centres

Carn to Coast Health Centres is located in Redruth at:

Pool Health Centre

Station Road

Pool

Redruth

Cornwall

TR15 3DU

The practice has three branch surgeries at:

Homecroft Surgery,

Voguebeloth,

Illogan,

Redruth,

TR16 4ET

Trevithick Surgery,

2-6 Basset Rd,

Camborne

TR14 8TT

St Day Surgery,

17 Scorrier St,

St Day,

Redruth

TR16 5LH

Carn to Coast has also been using the Redruth Health Office, Forth Noweth, Redruth, Cornwall, TR15 1AU as a 'satellite' for the purposes of COVID-19 vaccination.

The Homecroft Surgery also has a dispensary that is able to dispense to patients who live more than a mile away from the surgery.

We did not visit any of the branch surgeries during this inspection.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning and treatment of disease, disorder or injury and surgical procedures. These are delivered from all sites.

The practice offers services from sites and patients can access services at all surgeries.

The practice is situated within the Kernow Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 30,935. This is part of a contract held with NHS England.

Information published by Public Health England shows that deprivation within the practice population group is in the third-lowest decile (three of 10). The lower the decile, the more deprived the practice population is relative to others. The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of eight GP partners, 10 salaried GPs and a non-clinical managing partner. The health centres have a team of seven paramedics, five nurse practitioners, two mental health practitioners, five minor illness nurses and six practice nurses. The GPs are supported at the practice by a team of three managers and a team of reception and administration staff.

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 a choice of either the main GP location or the branch surgery.

Out of hours services are provided by NHS111