

Rushden Medical Centre

Inspection report

Adnitt Road
Rushden
NN10 9TR
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www.rushdenmedicalcentre.com

Date of inspection visit: 28 May 2022
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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	
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Are services safe?	Good	
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Are services effective?	Good	
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Are services caring?	Good	
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Are services responsive to people's needs?	Good	
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Are services well-led?	Good	
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Overall summary

We carried out an announced inspection at Rushden Medical Centre on 27 April 2022. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Why we carried out this inspection

This inspection was a comprehensive inspection as part of our inspection programme. The service formally registered as a new provider with the CQC on 8 June 2020.

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 documentary evidence from the provider.
- Speaking with local partners and stakeholders.
- Reviewing submissions made to CQC including service user feedback.
- A site visit.

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

We have rated this practice as Good overall.

Overall summary

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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The practice had worked to recruit senior staff and implement and embed improvements to ways of working.

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

- Continue to explore ways to investigate, respond to and address patient feedback and complaints received.
- Explore ways to increase the uptake of cervical screening.

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

Dr Rosie Benneyworth BM BS BMedSci MRCP

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 Rushden Medical Centre

Rushden Medical Centre is located in the town of Rushden, Northamptonshire at:

Adnitt Rd

Rushden

Northamptonshire

NN10 9TR

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the Northamptonshire Clinical Commissioning Group (CCG) and delivers General Medical Services to a patient population of about 10,700. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices in the Northamptonshire area.

Information published by Public Health England shows that deprivation within the practice population group is in the seventh decile (seven of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 1% Asian, 96% White, 1% Black, 1% Mixed, and 1% Other. The age distribution of the practice population closely mirrors the local and national averages.

There is a team of four GPs (plus one sessional GP) and eight nurses, five which are Advanced Nurse Practitioners (ANPs) including one who is also the nursing manager. Other clinical staff include an advanced clinical pharmacist, a physician associate, and two health care assistants.

The clinical team is supported by a management team consisting of an Operations Manager, a Patient Relations Manager and an HR & Recruitment Manager. There is a team of 10 administrative, reception, coding and secretarial staff, some who are designated as senior staff.

The practice is open for appointments between 8.30 am to 6.30 pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments. Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, some GP appointments are telephone consultations.

Extended access is provided locally by the East Northants GP Extended Access service, where late evening and weekend appointments are available. Out of hours services are provided by the local NHS 111 service.