

Lambert Medical Centre

Inspection report

The Lambert Medical Centre
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2019
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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?

Outstanding 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Lambert Medical Centre, 2 Chapel St, Thirsk, North Yorkshire YO7 1LU on 22 and 28 January 2019. Our inspection team was led by a CQC inspector and included a GP specialist advisor a second inspector and a pharmacist inspector.

Our judgement of the quality of care at this service is based 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 concluded that:

- Systems were in place to report, record and disseminate learning from significant events and complaints.
- Staff worked to clear protocols and evidence based clinical guidance to meet patients' needs.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence- based guidelines.
- Quality improvement activity was carried out which resulted in improved outcomes for patients.
- Staff treated patients with courtesy and respect. Feedback from patients confirmed this.
- The leadership, governance and culture of the practice promoted an inclusive supportive environment for staff.

We rated the practice as **outstanding** for providing caring services because:

- Feedback from patients was consistently positive. The national patient survey results for the practice was consistently higher than the local and national averages.
- The practice provided a kind and compassionate approach to their patients, helping them navigate the system and coordinating their care. Patients were encouraged to be fully involved in decision making regarding their care.
- The systems were in place to help patients/carers be supported emotionally with care and treatment.
- We were told of examples where staff had shown care and compassion to patients and this was reflected in the positive comments we received during the inspection from patients and supported also with positive patient survey results.
- Young carers were referred to Hambleton Carers who had a number of different services to offer for different age ranges of young carers.

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

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

Population group ratings

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

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a pharmacist inspector.

Background to Lambert Medical Centre

Lambert Medical Centre is located in Thirsk. There are 8,399 (4,119 male and 4,280 female) on the practice list. The practice is a dispensing practice and dispenses to approximately 40% of its patients. There are five GP partners, five salaried GP's, (eight female and two male) a nurse manager, two nurse practitioners, three practice nurses and three health care assistants. There is a dispensary manager and assistant manager, and four dispensers, two of which share their time working as receptionists. The practice has an information and reception manager and administration and reception staff.

The practice is open between 8am and 6.30pm Monday to Friday with a range of appointments available from this time, ranging from pre-booked, same day appointments,

telephone consultations and home visits. Extended hours surgeries were offered on alternate Mondays and Tuesdays until 8.30pm and alternate Saturday mornings. Patients requiring a GP outside of normal working hours are advised to contact the GP out of hour's service. The practice has a General Medical Service (GMS) contract and also offers a range of enhanced services.

Information published by Public Health England, rates the level of deprivation within the practice population group as eight, on a scale of one to ten. Level eight represents a lower level of deprivation. Male life expectancy is 82 years which is slightly higher than the national average of 79 years. Female life expectancy is 86 years which again is slightly higher than the national average of 83 years.