

Kelvingrove Medical Centre

Inspection report

The Kelvingrove Medical Centre
28 Hands Road
Heanor
DE75 7HA
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Date of inspection visit: 13 December 2023
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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 responsive to people's needs?

Good



Overall summary

We carried out an announced assessment of Kelvingrove Medical Centre on Wednesday 13 December 2023.

This was a targeted review of responsive services. The practice was previously inspected in January 2019 and had previously been rated good overall and good in safe, effective, caring, responsive and well led. Any previous ratings for the overall rating, safe, effective, caring and well-led will be unchanged following this review.

Rating at this assessment:

Responsive – Good.

How we carried out the assessment

This assessment was carried out without a site visit, through an online meeting and review of documents.

This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Requesting evidence from the provider.
- A virtual meeting with the provider.

Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we carried out the assessment,
- 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 for responsive services.

We found that:

- Patients could mostly access care and treatment in a timely way.
- The practice had an appropriate phone system and was monitoring capacity and demand.
- The practice had access via online forms.
- There was clinical triage of patient requests for appointments and ongoing treatment in place which was being monitored.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Healthcare

Our inspection team

The assessment was carried out by a CQC lead inspector who spoke with staff using video conferencing and reviewed documents remotely.

Background to Kelvingrove Medical Centre

Kelvingrove Medical Centre provides primary medical care services to approximately 9,700 patients. The practice is based in a purpose-built building in the Derbyshire town of Heanor located at 28 Hands Road, Heanor, Derbyshire, DE75 7HA.

The practice has a General Medical Services (GMS) contract with NHS England. This is a contract supporting the practice to deliver primary care services to the local community. The practice is located within the area covered by the Derby and Derbyshire Integrated Care Board (ICB).

At the time of the inspection the practice had 4 GP partners (1 male and 3 female), 2 salaried GPs (1 male and 1 female), 5 practice nurses, 1 healthcare assistant and a practice manager supported by a team of administration and reception staff.

The practice website provides information about the healthcare services provided by the practice. The website also includes information on a range of healthcare conditions.

The practice is open between 8am and 6.30pm Monday to Friday and open until 8pm on a Tuesday evening.

When the practice is closed, patients are asked to contact NHS 111 for out-of-hours care or access a hub for appointments at a different location from 6pm to 8pm Monday to Friday and 8.45am to 12pm Saturdays and Sundays.