

Cleobury Mortimer Medical Centre



Inspection report

Vaughan Road
Cleobury Mortimer
Kidderminster
DY14 8DB
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www.cleoburymortimermc.co.uk

Date of inspection visit: 20 July 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	
Are services safe?		Good	
Are services effective?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced inspection at Cleobury Mortimer Medical Centre on 20 August 2022. Overall, the practice is rated as Good.

The ratings for each key question are:

Safe - Good

Effective – Good

Caring – Good (carried over from previous inspection)

Responsive – Good (carried over from previous inspection)

Well-led – Good

Following our previous inspection on 14 April 2016 the practice was rated Good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Cleobury Mortimer Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection

We undertook this inspection as part of a random selection of services rated Good and Outstanding to test the reliability of our new monitoring approach. This inspection was a focused inspection which included three key questions, Safe, Effective and Well-led. Ratings for Caring and Responsive have been carried forward from our previous inspection.

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 site visit
- Staff feedback questionnaires

Our findings

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

Overall summary

- 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 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.
- Seven patients provided us with feedback on the care they received from the practice. All were positive and told us about the caring, compassionate and thorough care they had received.
- 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. 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-centre care.
- The practice demonstrated a strong focus on continuous learning, improvement, innovation and research.
- We saw not all eligible patients had received a medication review and historical medicines safety alerts had not been actioned.

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

- Ensure eligible patients receive a structured medicines review.
- Review and monitor historical medicines alerts to ensure compliance.

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 Hospitals and Interim Chief Inspector of Primary Medical Services

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 also 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 Cleobury Mortimer Medical Centre

Cleobury Mortimer Medical Centre is located at:

Vaughan Road

Cleobury Mortimer

Kidderminster

DY14 8DB

The practice operates from their purpose-built property. 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 Shropshire, Telford and Wrekin Integrated Care System and delivers General Medical Services (GMS) to a patient population of about 7,139. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices known as the South East Shropshire Primary Care Network (PCN).

Information published by Public Health England shows that deprivation within the practice population group is in the sevenths lowest 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 98.7% White, 0.7% Asian, 0.5% Mixed.

The practice staffing comprises:

- Five GP partners (three male, two female)
- Four practice nurses
- One health care assistant
- One phlebotomist
- A practice manager, a reception manager, an administration manager and a team of administrative and reception staff.

The practice is open between 8.30am to 6pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided at a local hub, where late evening and weekend appointments are available. Out of hours services are provided by Shropdoc via NHS 111.

Further information is available on the practice website <https://www.cleburymortimermc.co.uk/>