

Malzeard Road Medical Centre

Inspection report

2 Malzeard Road
Luton
LU3 1BD

Tel: 01582481700

Website: www.malzeardroadmedicalcentre.nhs.uk

Date of inspection visit: 16 May 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?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

This practice is rated as Good overall.

The key questions at this inspection are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? - Good

We carried out an announced comprehensive inspection at Malzeard Road Medical Centre on 16 May 2019. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, as part of our inspection programme.

At this inspection we found:

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- 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.
- There were safeguarding processes and procedures in place and staff were trained to appropriate levels. The safeguarding contacts list did not contain a review date to indicate it contained the most up to date information. Following the inspection, the practice provided evidence that this had now been rectified.

- The practice demonstrated an improvement in quality indicators over the past 12 months.
- Clinical audits were undertaken and showed quality improvements within the practice.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Feedback from patients was positive regarding the staff in the practice and the care they received.
- The practice had taken action to improve the appointments offered in response to GP patient survey results.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.
- Improvements had been made to the practice in the previous 12 months to provide stability and sustainability.

The areas where the provider **should** make improvements are:

- Record a review date on documents, such as the safeguarding contacts list, so staff are assured they are following the most up to date information.
- Continue to identify and support carers.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Please refer to the detailed report and the evidence tables for further information.

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 Care Quality Commission (CQC) lead inspector and included a GP specialist adviser.

Background to Malzeard Road Medical Centre

Malzeard Road Medical Centre provides a range of primary medical services to the residents of Luton. The practice provides services from its location of Malzeard Road Medical Centre, 2 Malzeard Road, Luton, LU3 1BD. The current provider, Dr Kirti Singh, took over the running of the practice in April 2018. At that time the practice was in a vulnerable position and data showed it was not performing well.

The provider is registered with the CQC to provide the following regulated activities:

- Diagnostic and screening procedures
- Family planning
- Maternity and midwifery services
- Surgical procedures
- Treatment of disease, disorder or injury

The practice population is ethnically diverse with a higher than average number of patients aged under 18 years and a lower than average number aged over 65 years. National data indicates the area is one of high deprivation. The practice has approximately 3,530 patients and services are provided under a general medical services contract.

The practice has a full-time female principal GP and employs two male GPs. The nursing team consists of an advanced nurse practitioner, two practice nurses and a health care assistant who are all female. There is a team of administrative and reception staff all led by an assistant practice manager.

Malzeard Road Medical Centre is open from 9am to 6.30pm on Mondays, Tuesdays, Thursdays and Fridays and from 9am to 1pm on Wednesdays. From 8am each day and from 1pm to 6.30pm on Wednesdays there is an emergency telephone number on the practice answerphone message for patients to access a GP.

When the practice is closed out of hours services are provided by Herts Urgent Care and can be accessed via the NHS 111 service.

Routine appointments with a GP, practice nurse or health care assistant can also be booked through the practice for the Luton Extended Hours Service. This service operates on Monday to Friday evenings from 6pm to 9pm and on Saturdays and Sundays from 8.30am to 2.30pm at two local GP Practices.