

# Cambridge Medical Group

## Inspection report

The Cambridge Medical Group  
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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?

Requires improvement 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Cambridge Medical Group on 10 October 2019. This practice is rated as good overall. (Previous rating December 2018 was Inadequate)

The key questions at this inspection are rated as:

Are services safe? – Good

Are services effective? – good

Are services caring? – requires improvement

Are services responsive? – good

Are services well-led? – Good

We previously carried out an announced comprehensive inspection at Cambridge Medical Group on 10 December 2018. We identified breaches of regulations at that inspection and was rated inadequate. We issued a warning notice and the practice was placed in special measures.

We went back to follow up the issues identified in the Warning Notices on 29 May 2019. At that inspection we found that significant progress had been made and the practice had met the requirements of the Warning Notices although some further improvement was still required.

At this inspection we have rated the safe, effective, responsive and well led key questions as good and caring and the working age population group as requires improvement. We have rated the practice as requires improvement for caring and the working age population group due to the results of the GP national patient survey and cervical and cancer screening results.

The reports for both inspections can be found by selecting the 'all reports' link for Cambridge Medical Group on our website at .

At this inspection 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 and
- information from the provider, patients, the public and other organisations.

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 organised and delivered services to meet patients' needs. 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.

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

- Review and Improve the process for managing blank prescription forms throughout the practice.
- Review and improve the waiting times for non-urgent appointments.
- Improve on some results taken from the GP national patient survey
- Improve and monitor the patient uptake on cervical and cancer screening

We saw improvement to patient safety, and clinical care had significantly improved. There was an improved, structured process and governance system in place to keep patients safe. We were told the aim would be to maintain these standards and continue to improve in the Quality Outcome Framework areas and patient access and experiences.

I am taking this service out of special measures. This recognises the significant improvements made to the quality of care provided by this service.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## 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)	Requires improvement	
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 another CQC inspector.

## Background to Cambridge Medical Group

As a response to some safety concerns raised with the Care Quality Commission, we undertook an announced inspection of Cambridge Medical Group on 10 December 2018. At that inspection we gave the provider an overall rating of 'inadequate'. The provider was found to be in breach of regulations and was issued with a warning notice for Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities). In May 2019 we undertook a focussed follow-up inspection to assess the progress of actions against the warning notice. At this inspection we found an improvement with respect to the provision of safe care and treatment, governance and staffing. Following the May inspection, the practice remained in special measures.

Cambridge Medical Group is located in Linthorpe on the outskirts of Middlesbrough town centre. The surgery has good transport links and there is a pharmacy located nearby.

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.

Cambridge Medical Group is situated within the South Tees Clinical Commissioning Group (CCG) and provides

services to around 6,607 patients under the terms of a General Medical Services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice's clinical team is led by four partners, two male and two female, who work part-time hours. There is a further GP who works part-time hours who is salaried. The practice has two advanced nurse practitioners (although one was in the process of leaving at the time of the inspection), three practice nurses and two healthcare assistants. The practice has a practice manager, an office manager and a team of administration and reception staff. The practice is part of a wider network of GP practices.

Information published by Public Health England, rates the level of deprivation within the practice population group as four, on a scale of one to ten, one being the highest level of deprivation and therefore level four represents high levels of deprivation. Male life expectancy is 79 years which is the same as the national average. Female life expectancy is 83 years which is the same as the national average. The majority of patients at the practice are of white British background (88%). There are

a slightly higher proportion of patients over 65 on the practice list compared with practices nationally. The previously awarded rating was on display in the practice and on the web site.