

The Lynton Practice

Inspection report

Tylors Avenue Medical Centre
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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

We carried out an announced comprehensive inspection at The Lynton Practice on 23 July 2019 as part of our inspection programme.

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 have rated this practice as Good overall.

We found that:

- The practice had systems to manage risk so that safety incidents were less likely to happen, but these systems were limited.
- There was evidence of learning from significant events.
- 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-centred care.

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

- Review and improve the system that identifies patients who are carers in order to offer relevant support if appropriate.
- Review and improve the recruitment process to ensure safe recruitment in line with practice policy.

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

Dr Rosie Benneyworth BM BS BMedSci MRCP
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)	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 Inspector and included a GP specialist adviser.

Background to The Lynton Practice

The Lynton Practice occupies part of Taylor's Avenue Medical Centre, a purpose-built GP premises in Cleethorpes, North Lincolnshire.

They have an Alternative Provider Medical Services (APMS) contract and have approximately 4068 patients on the practice list and the majority of patients are of white British background. The proportion of the practice population in the 65 years and over age group is higher than the England average. The practice population in the under 18 age group is lower than the England average.

The practice scored six on the deprivation measurement scale, the deprivation scale goes from one to ten, with one being the most deprived. People living in more deprived areas tend to have a greater need for health services.

The practice is a partnership of two male GPs. There are two practice nurses, one health care assistant and a complex case nurse. There is a practice manager, a patient liaison manager and six reception and administration staff.