

Derwent Practice

Inspection report

Derwent Surgery
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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 Derwent Practice on 20 February 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 and good for all population groups.

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:**

- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Track blank prescription forms through the practice in accordance with national guidance.
- Improve the process to ensure test results were responded to in a timely manner.
- Improve the process for monitoring medicines that require monitoring and clinical review prior to prescribing.
- Review the process for exception reporting to ensure the needs of the different patient groups, for those with diabetes, asthma and people experiencing poor mental health are responded to.

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

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 lead inspector. The team included a GP specialist advisor and a second CQC inspector.

Background to Derwent Practice

Derwent Practice is located in the market town of Malton, North Yorkshire. 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.

Derwent Practice is situated within the NHS Scarborough and Ryedale Clinical Commissioning Group (CCG) and provides services to 20476 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider has nine partners registered with the CQC. The practice employs a total of five salaried GPs, there is a

mixture of male and female GPs. In addition, there is one nurse practitioner, six practice nurses, a bank nurse and four health care assistants. The practice also employs a paramedic and four phlebotomists. There is a practice manager, Business and Finance Manager and an extensive administrative team.

There is a higher than average number of patients over the age of 65 compared to the national average. Information published by Public Health England, rates the level of deprivation within the practice population group as seven, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 79 years which is the same as the national average. Female life expectancy is 82 years compared to the national average of 83 years.