

# The Ivy Medical Group

## Inspection report

Lambley Lane Surgery, 6 Lambley Lane  
Burton Joyce  
Nottingham  
NG14 5BG  
Tel: 01159312500

Date of inspection visit: 8 April 2021  
Date of publication: 28/04/2021

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	Inspected but not rated	
Are services safe?	Inspected but not rated	
Are services effective?	Inspected but not rated	
Are services responsive to people's needs?	Inspected but not rated	

# Overall summary

We carried out an unannounced focused inspection at The Ivy Medical Group on 8 April 2021 after receiving concerns about the practice.

This inspection focused on aspects relating to infection control, training, appraisal and suitability of premises covered under the following key questions:

Safe

Effective

Responsive

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 not rated this practice.**

The practice had been rated 'Good' at our last inspection in November 2017. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for The Ivy Medical Group on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Staff felt supported and told us they receive appropriate training and appraisal.
- The practice delivered services from premises that met patients' needs.

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

- Continue to complete the actions identified in the infection control audits for each site.

## **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

<b>Older people</b>	<b>Inspected but not rated</b>	
<b>People with long-term conditions</b>	<b>Inspected but not rated</b>	
<b>Families, children and young people</b>	<b>Inspected but not rated</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Inspected but not rated</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Inspected but not rated</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Inspected but not rated</b>	

## Our inspection team

Our inspection team comprised of a CQC lead inspector.

## Background to The Ivy Medical Group

The Ivy Medical Group is located at Lambley Lane Surgery, 6 Lambley Lane, Burton Joyce, Nottingham, Nottinghamshire, NG14 5BG. The practice is situated within the Gedling borough to the north-east of the city of Nottingham and serves patients predominantly in the Burton Joyce and Lowdham areas and the surrounding villages. The practice has three sites with the main surgery being located at Lambley Lane in Burton Joyce and branch sites at The Apple Tree Medical Practice in Burton Joyce and at The Lowdham Medical Centre in Lowdham.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning, surgical procedures and treatment of disease, disorder or injury.

The practice team is led by a single-handed GP. The GP employs four salaried and three locum GPs, a lead practice nurse, an advanced nurse practitioner, a practice nurse and a health care assistant. The clinicians are supported by a practice manager, operations manager, assistant practice manager and a team of reception and administrative staff. The dispensary staff includes a dispensing manager and a dispenser.

The Ivy Medical Group is situated within the NHS Nottingham and Nottinghamshire Clinical Commissioning Group (CCG) and provides services to approximately 7,000 patients. The National General Practice Profile states that 95.5% of the practice population is from a white background. Information published by Public Health England, rates the level of deprivation within the practice population group as 6722 out of maximum of 6900, indicating they are in a less deprived area.

The Lambley Lane surgery opens from 8.15am to 1pm (12.30pm at the Lowdham branch site) and 2pm to 6.30pm Monday to Friday apart from a Thursday when the Lambley Lane surgery and the Lowdham branch site close at 1pm. The Apple Tree Medical Practice branch site is open from 8.15am to 6.30pm Monday to Friday. The practice has opted out of providing out-of-hours services to its own patients. This service is provided by Nottinghamshire Emergency Medical Services.