

East Norwich Medical Partnership

Inspection report

St Williams Way
Thorpe St Andrew
Norwich
NR7 0AJ

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www.eastnorwichmedicalpartnership.co.uk

Date of inspection visit: 07 December 2021

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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

Not inspected

Are services responsive to people's needs?

Inspected but not rated



Overall summary

We carried out an announced inspection at East Norwich Medical Partnership on 7 December 2021. This inspection was focused on the management of access to appointments.

The full reports for previous inspections can be found by selecting the 'all reports' link for East Norwich Medical Partnership on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was undertaken in response to information we reviewed which suggested potential issues with access to appointments.

How we carried out the inspection

The inspection was led by a CQC lead inspector who spoke with staff on site. The inspection included a site visit.

Interviews were carried out with practice staff.

We found that:

- People were able to access appointments in a timely way and there were arrangements in place for out of hours care.
- The practice offered a range of appointment types
- There were systems in place to support people who face communication barriers to access treatment
- There were systems in place to monitor access to appointments and make improvements
- The practice had a separate telephone line to support local care homes access to the practice

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

Our inspection team

The inspection was led by a CQC lead inspector who spoke with staff on site. The inspection included a site visit.

Background to East Norwich Medical Partnership

East Norwich Medical Partnership is located in Norwich at:

St. Williams Way

Thorpe St. Andrew

Norwich

NR7 0AJ.

The practice has a branch surgery at:

Sprowston Primary Care Centre

Aslake Close

Sprowston

Norwich

NR7 8DG

Sprowston Primary Care Centre was visited as part of this inspection activity.

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

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery. The practice is open from 8am until 6pm Monday to Friday, with telephone lines being answered until 6.30pm.

The practice is situated within the Norfolk and Waveney Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 15,500. This is part of a contract held with NHS England.

Information published by Public Health England shows that deprivation within the practice population group is in the eighth decile (eight of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 97% White, 1% Asian, 1% Black and 1% Mixed.

There is a team of eight GPs who provide cover at both practices. The practice has a team of six nurses who provide nurse led clinics for long-term condition of use of both the main and the branch locations. The GPs are supported at the practice by a team of reception/administration staff. The practice manager is based at the branch site to provide managerial oversight.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or the branch surgery.

Extended access is provided by the practice throughout the week with early morning and late evening appointments available. Out of hours services are provided by IC24.