

Adelaide Medical Centre

Inspection report

The Adelaide Medical Centre
Adelaide Road
Andover
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Date of inspection visit: NA
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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 to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced desk-top review at Adelaide Medical Centre on 15 June 2021. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 27 February 2020, the practice was rated Good overall. However, we rated Well led as Requires Improvement. During this desk top review, we looked at the areas identified as requiring improvement. The previous ratings for Safe, Effective, Caring and Responsive remain unchanged.

We found that the practice had made the required improvements to governance systems, as detailed below and we were therefore able to improve the rating of Well led from Requires Improvement to Good.

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

Why we carried out this review

This review was a focused follow-up of the practice without undertaking a site visit. We focussed only the key question Well led. We found the previously identified breach of Regulations 17 of the Health and Social Care Act (Regulated Activities) 2014 Good governance had been complied with. This meant we were able to re-rate Well led from Requires Improvement to Good.

Ratings for the other four key questions were carried forward from the previous inspection.

How we carried out the review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently. For this inspection we decided we did not need to visit the location to review the evidence, but we could undertake a desk-top review of evidence and conduct interviews using video conferencing.

Our findings

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.

Overall summary

We have rated this practice as Good overall.

We found that:

- The practice had changed significantly since our previous inspection, led by a new partnership team and supported by a range of new staff.
- The practice had implemented improvements in governance arrangements since our last inspection and had addressed the issues we had raised. This included in the management of emergency medicines, prescription stationery and recruitment risk assessments.
- 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**:

- Continue to improve the uptake of cervical screening.

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)	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 who spoke with staff using video conferencing facilities.

Background to Adelaide Medical Centre

Adelaide Medical Centre is located in Andover, Hampshire at:

Adelaide Road

Andover

Hampshire

SP10 1HA

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

The practice is situated within the West Hampshire Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS). This is part of a contract held with NHS England. The practice has a list size of over 9,500 patients. The National General Practice Profile states that approximately 96% of the practice population is from a white background and the largest minority ethnic group is Asian (1.7%). Information published by Public Health England shows this practice is in one of the least deprived areas of England, with a deprivation rating of 8 out of 10, where 10 describes the least deprived. The practice has a higher number of patients over 50 years of age than the national average and fewer under 24-year olds.

The practice partnership is made up of three partners, including one non-clinical, managing partner, who took over the practice on 1 September 2021. There are six salaried GPs and three nurses, including the nurse lead. The management team include a deputy practice manager, a quality and improvement manager and a reception manager. The managing partner is the registered manager and also the registered manager for another practice within the CCG.

The practice is part of a wider network of four GP practices within the Andover Primary Care Network.