

Hamdon Medical Centre

Inspection report

Matts Lane
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TA14 6QE
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www.hamdonmc.co.uk

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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 Hamdon Medical Centre on 31 January 2019 as part of our inspection programme. Hamdon Medical Centre became part of Symphony Healthcare Services in May 2018. This was its first inspection under the new provider.

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 had systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- The practice routinely reviewed the effectiveness and appropriateness of the care they provided. They ensured that care and treatment was delivered according to evidence-based guidelines.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- There was a focus on continuous learning and improvement at all levels of the organisation.
- There were systems in place for reviews of patients and their medicines.
- There was a programme of annual reviews of patients with long term conditions, mental health needs and dementia, although improved regarding the previous

year's information they were still slightly below the expected local and national targets in some areas. The practice shared information they were on target to complete the programme before the end of the financial year.

- Staff encouraged and supported patients to be involved in monitoring and managing their own health, for example through the involvement of health coaches and social prescribing schemes.
- The patient participation group was newly reformed and was beginning to have a positive effect to keep patients informed and involved in the practice and the services it provides.
- There was an active programme of clinical audit that had a positive impact upon the outcomes for patient care, learning was shared across the provider organisation.
- The new providers policies and procedures and system of governance which had been implemented and embedded showed there was an effective system of monitoring at the local level and at provider level.

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

- Continue with addressing the gaps in maintaining meeting the patients' needs including patients with long term conditions, mental health and dementia.
- Improve the identification of carers to enable this group of patients to access the care and support they need.

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	Requires improvement 
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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser.

Background to Hamdon Medical Centre

Symphony Health Services (SHS) is the registered provider of Hamdon Medical Centre. SHS is a NHS health care provider, based in Somerset that was developed as part of the South Somerset Symphony Programme – a project which aims to create new and innovative ways to delivering high quality care to patients and strengthening and supporting primary care in the local area. SHS have been providing a service from Hamdon Medical Centre since May 2018. The service is provided from one address Matts Lane, Stoke Sub Hamdon, Somerset, TA14 6QE, and delivers a general medical service to approximately 5,505 patients from within a five-mile radius. The practice is situated in a purpose-built building in a residential area of the village of Hamdon. Information about Hamdon Medical Centre can be found on the practice website www.hamdonmc.co.uk.

According to information from Public Health England the practice area population is in the eighth least deprived decile in England. The practice population of children is similar to local and national averages at 18%. Likewise, the practice population of working age is similar to local and national averages at 58%. The practice population of

patients living with a long-term condition was slightly below the local and national averages at 49%, the CCG being 55% and national being 51%. Of patients registered with the practice, 99% are White or White British.

The provider told us the practice team is made up of one salaried GP who is also the Registered Manager and three regular long-term locum GPs. This meant overall the practice has the equivalent of 1.8 WTE (whole time equivalent) GPs at the practice. There is one advanced nurse practitioner (ANP), a senior practice nurse and a treatment room nurse. There are two health care technicians and three health coaches. The practice manager is supported by administrators, a secretary, and reception staff.

When the practice is not open patients can access treatment via the NHS 111 service.

The practice provides the following regulatory activities: family planning, surgical procedures, maternity and midwifery services, treatment of disease, disorder or injury and diagnostic and screening procedures as their regulated activities.