

The Vine Medical Centre

Inspection report

13 Tonbridge Road
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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?

Outstanding 

Overall summary

We carried out an announced comprehensive inspection at The Vine Medical Centre on 26 April 2016. Overall and in all population groups, the practice was rated as outstanding.

We carried out an announced comprehensive inspection at The Vine Medical Centre on 28 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, in all domains and population groups.

We rated the practice as **outstanding** for providing well-led services because:

- The culture of the practice and the way it was led and managed drove the delivery and improvement of high-quality, person-centred care.
- Leaders had an inspiring shared purpose, striving to deliver and motivating staff to succeed. There was a strong culture of continuous improvement.

We also rated the practice as **good** for providing safe, effective, caring and responsive services because:

- The practice had clear systems, practices and processes to keep people safe and safeguarded from abuse. All staff took a proactive approach to safeguarding, with a strong focus on prevention and early identification.

- Services were planned and delivered in a way that met the needs of the local population. The importance of flexibility, choice and continuity of care was reflected in the services provided.
- The continuing development of staff skills, competence and knowledge was recognised as integral to ensuring high-quality care. Staff were proactively supported to acquire new skills and share best practice.
- Clinical audits were continuously being carried out and all relevant staff were involved.
- 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.
- There was openness and transparency in how complaints were dealt with. Complaints and concerns were always taken seriously, responded to in a timely way and listened to. Improvements were made to the quality of care because of complaints and concerns.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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 practice manager specialist advisor.

Background to The Vine Medical Centre

The Vine Medical Centre is located at 13 Tonbridge Road, Maidstone, Kent, ME16 8RL. The practice has good transport links and there is a pharmacy located within the same building.

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

The Vine Medical Centre is situated in an urban area of the West Kent Clinical Commissioning Group (CCG) and provides services to 12,061 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of four GPs (three male and one female) who registered with the CQC in December 2012. The practice employs four salaried GPs (female),

four female practice nurses, three female health care assistants, two medical assistants (female), a clinical pharmacist and several administration staff. The practice is part of a wider network of GP practices (a federation) The Mid-Kent Alliance.

The number of patients over the age of 65 are in line with the national average. The National General Practice Profile states that 91% of the practice population is from a white background with a further 9% of the population originating from black, Asian, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as eight, 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 compared to the national average of 79 years. Female life expectancy is 82 years compared to the national average of 83 years.