

Dr C J Studds and Partners

Inspection report

Meadowside
Mountbatten Way
Congleton
Cheshire
CW12 1DY

Tel: 01260272331

www.meadowsidemedicalcentre.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 Dr Studds and Partners (also known as Meadowside Medical Centre) on 4 February 2020 as part of our inspection programme.

At this inspection we followed up on breaches of regulations identified at a previous inspection on 9 January 2019.

This inspection looked at the following key questions:

Safe

Effective

Caring

Responsive

Well-led

At the last inspection in January 2019 we rated the practice as requires improvement for providing safe and well-led services because: There was a lack of systems and processes established and operated effectively to ensure compliance with requirements to demonstrate good governance. There were a lack of systems and processes to demonstrate the provider was doing all that was reasonably practicable to mitigate risks. The monitoring of the training needs of staff to enable them to carry out their roles and responsibilities appropriately and safely was not effective. Policies and procedures were not reviewed to ensure they were in line with current best practice. Internal audits were not effectively used to support improvement and mitigate risk. Some infection control practices required improvement. There was no documentary evidence to show that the competency of staff trained to carry out extended health care roles had been assessed. The monitoring of the temperatures of vaccine fridges was not effective. Meetings were not appropriately recorded and there was no evidence that learning and actions from incidents were shared with the whole staff team.

At this inspection we found that the provider had satisfactorily addressed the above areas.

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 provided care in a way that kept patients safe and protected them from avoidable harm.
- 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.
- The way the practice was led and managed promoted the delivery of good quality, person-centre care.

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

- Review the system in place for managing safety alerts to ensure this is robust and demonstrates the actions taken.
- Review safeguarding arrangements to include setting up an alert for relevant others for children at risk.
- Review the arrangements for ensuring health checks have been carried out prior to prescribing high risk medicines.
- Introduce a programme of clinical audit in an aim to improve outcomes for patients.
- Review the emergency medicines held and ensure an appropriate risk assessment has been carried out if required.

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

Our inspection team was led by a CQC lead inspector. The team included a second inspector and a GP specialist advisor

Background to Dr C J Studds and Partners

Dr C J Studds and Partners (Meadowside Medical Centre) is located at Mountbatten Way Congleton Cheshire CW12 1DY

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

Dr C J Studds and Partners is situated within the Eastern Cheshire Clinical Commissioning Group (CCG) and provides services to 7,884 patients under the terms of a primary medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice has three GPs partners (male), two salaried GPs (female) two assistant practitioners, one healthcare assistant, a team of administration and reception staff, a practice manager and operations manager.

The practice has a higher than average number of older patients compared to the national average. For example, 22% of patients are over 65 years of age compared to a national average of 17%. Forty five percent of the patient population has a longstanding health condition which is lower than the CCG average of 52%. Life expectancy for both males and females is slightly above but close to the national average of 79 years for males and 83 years for females.

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.