

# Townsend House Medical Centre

## Inspection report

49 Harepath Road

Seaton

Devon

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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 at Townsend House Medical Centre on Friday 15 March 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. (Previous rating September 2015 – Good)

At this inspection we found:

- Feedback from patients about the staff, care and treatment was positive. National patient survey results regarding staff, care, treatment and the service were consistently higher than local and national averages.
- Patients appreciated the appointment system and said it was easy to use. Patients reported that they were able to access care when they needed it.
- There was a stable leadership team. Leaders communicated well with each other and with the team. They were knowledgeable about issues and priorities relating to the quality and future of services.
- The leadership team were aware of and involved in the future of General Practice within the locality.
- The practice worked effectively with other practices in the locality.
- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice recognised where systems and processes had worked well and improved their processes where appropriate.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It 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 strong focus on continuous learning and improvement at all levels of the organisation. Staff said the practice was a good place to work and added that the leadership team were supportive and encouraged career development and learning to help improve patient safety.
- One of the GPs participated in a project to help improve social mobility. This involved helping and supporting students from deprived areas gain experience in health settings where they otherwise would not be able to access this.

We found areas of **outstanding** practice:

The practice took a leadership role in the local health and social care community to identify and proactively address challenges and meet the needs of the practice population. The leadership team were founding members of a federation of 13 GP practices and had led on many initiatives and projects to share resources, create resilience and improve quality in general practice. For example, the practice manager had developed and delivered a number of clinical IT processes, protocols, training programmes and mentoring schemes across the federation. The practice had also led on a data sharing system to enable all practices to access clinical data (with consent) to support the improved access extended hours programme.

The areas where the provider **should** make improvements are:

- Continue to review, monitor and address Quality Outcome Framework (QOF) exception reporting rates for respiratory diseases.
- Continue to review and identify carers at the practice.

**Professor Steve Field** CBE FRCP FFPH FRCGP  
Chief Inspector of General Practice

## Population group ratings

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

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

## Background to Townsend House Medical Centre

Townsend Medical Centre is situated in the seaside town of Seaton, Devon and within the Northern, Eastern and West Devon Clinical Commissioning Group (CCG) area. The practice is comprised of a main practice and branch surgery. The address of the main practice is Townsend House Medical Centre, 49 Harepath Road, Seaton, Devon, EX12 2RY and the branch surgery- Walrond Medical Centre, Fore Street, Beer, Devon, EX12 3EE. We visited both sites for this inspection.

The practice provides a service to approximately 6,050 patients of a diverse age group. The practice had a higher than average population of patients over the age of 65 years. For example, 67% compared to local averages of 36% and national averages of 27%.

The practice offers the following regulated activities:

Treatment of disease, disorder or injury

Diagnostic and screening procedures

Maternity and midwifery services

Family planning and

Surgical procedures

In addition to providing core NHS Services the practice undertakes NHS Health Checks, Smokestop Clinics, Dementia Screening, Vaccinations and Immunisations,

Minor Illness Service, Minor Operations, Anti-coagulation monitoring, Shared Care Services, Chlamydia Screening, Special Medicines Services, and Pharmacist Medicine Reviews.

The deprivation decile rating for this area is nine (with one being the most deprived and 10 being the least deprived). Data from Public Health England showed that over 98% of the patient population were of white British ethnicity. The mix of male and female patients were equal. The average life expectancy for females was 85 years and 80 years for males (equal to national averages).

There are three full time GP partners (two male and one female), and two salaried GPs covering one whole time equivalent (one male, one female), a pharmacist, paramedic, two practice nurses and three healthcare assistants. The clinical team are supported by a practice manager and 15 administration and reception staff.

Patients also access services of counsellors, midwives, private osteopath, community nurse's hospice staff and drug and alcohol support workers who are hosted at the practice.

The premises is open between 7am and 6pm during the week. Practice patients could also access 'Improved

Access' appointments during evenings and weekends. Outside of these times patients are directed to contact the out of hour's service and the NHS 111 number. This is in line with local contract arrangements.

The practice offers a range of appointment types including face to face, same day appointments, telephone consultations and advance appointments

(bookable up to 12 weeks in advance), follow up appointments (bookable up to 3-5 weeks in advance) as well as online services such as access to records, online appointments and repeat prescription requests.

The practice was a research practice and a teaching and training practice for student nurses, medical students and doctors training to become GPs (GP registrars).