

# Hodnet Medical Centre

## Inspection report

18 Drayton Road  
Hodnet  
Market Drayton  
TF9 3NF  
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[www.hodnetmedicalcentre.co.uk](http://www.hodnetmedicalcentre.co.uk)

Date of inspection visit: 14 March 2022  
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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 inspection at Hodnet Medial Practice on 14 March 2022. Overall, the practice is rated as Good.

The ratings for each key question are:

Safe - Good .

Effective – Good

Caring – Good

Responsive – Good

Well-led – Good

## Why we carried out this inspection

This comprehensive inspection was carried out following changes to registration and legal entity of the practice from a partnership to a single handed GP led service. This was the first inspection since this change.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Dr N Raichura & Dr J Mehta on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## How we carried out the inspection/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.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice’s patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A site visit

## Our findings

- 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

# Overall summary

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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way. There was good and effective telephone access with very minimal waiting times.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The practice was responsive to the needs of patients living in nursing homes. A regular GP visited each home at least twice a week to ensure patients' needs were met. For example, on admission to a nursing home a patient's full medical history, blood screening and medicines review was undertaken by the GP in a half hour visit and ongoing treatment plan decided

We saw areas of outstanding practice:

The national patient survey results showed very high patient satisfaction. The practice had scored above local and national average in all of the indicators within the survey. For example,

1. A 100% of respondents stated that during their last GP appointment they had confidence and trust in the healthcare professional they saw or spoke to.
2. A 100% of respondents stated that during their last GP appointment they were involved as much as they wanted to be in decisions about their care and treatment.
3. 94% of respondents responded positively to how easy it was to get through to someone at their GP practice on the phone.

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

- Run searches on historic safety alerts to ensure continued compliance.
- Ensure all medicine reviews are structured to ensure they identify any outstanding monitoring requirements.
- Include a more detailed infection control plan to better illustrate what action is being taken and by whom.
- Consider the benefits of providing protected time for undertaking additional roles such as Infection, Prevention and Control.
- Record and investigate verbal complaints.
- Consider further developing the Patient Participation Group and to introduce patient satisfaction surveys for elements of the service provision.

**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, and was supported by a member of the CQC pharmacy team who spoke with staff using video conferencing facilities and undertook a site visit. The team also included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Hodnet Medical Centre

Hodnet Medical Centre is located in Hodnet at:

18 Drayton Road

Hodnet

Market Drayton

TF9 3NF

The practice does not have a branch surgery.

The practice has a dispensary on site.

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

The practice is situated within the Shropshire, Telford and Wrekin Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 3,478. This is part of a contract held with NHS England.

Information published by Public Health England shows that deprivation within the practice population group is in the sixth lowest decile (six of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is, 98% White, 0.7% Asian, 0.5 %Black, 0.7% Mixed.

The percentage of older people registered at the practice is 28%, which is higher than the local average of 22% and the National average of 18%. Demographically the practice has a high proportion of registered patients who live in nursing care homes.

The practice staffing comprises:

- One lead GP (male)
- One salaried GP (female)
- Long-term locum GPs
- Four nurses
- One Health Care Assistants
- Three Dispensers
- A practice manager, an office manager and a team of administrative and reception staff.

Out of hours services are provided by Shropdoc.