

# St Keverne Health Centre

## Inspection report

The Health Centre  
St Keverne  
Helston  
Cornwall  
TR12 6PB

Tel: 01326 280205  
[www.stkevernehealthcentre.co.uk](http://www.stkevernehealthcentre.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 St Keverne Health Centre on 14 March 2019 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 and good for all population groups.**

We found that:

- Patient satisfaction was high with staff described as caring, going above and beyond what was expected of them.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm. However, the practice should review competency and training levels provided for staff.
- 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 with near patient testing available on site.

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- There was a teaching culture, which was supportive and encouraged staff development and competencies to extend services for patients in the remote location.

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

- Review the competency and levels of training in safeguarding children or child protection as per intercollegiate guidance in January 2019.
- Review the recruitment process to ensure the 'green book' is adhered to so pre-employment and ongoing checks include obtaining the immunity status of non-clinical staff.
- Review the equipment calibration system to ensure due dates are monitored and include equipment carried in GP bags.
- Review the frequency of fire drills to ensure this meets the practice fire risk assessment.
- 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.**

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## 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 St Keverne Health Centre

St Keverne Health Centre is located at The Health Centre, St Keverne, Helston, Cornwall TR12 6PB. There is poor transport links due to its remote rural coastal location. All registered patients are eligible to have their medicines dispensed from the practice dispensary.

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.

St Keverne Health Centre is situated within the Kernow Clinical Commissioning Group (CCG) and provides services to 2,903 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 two GPs (male and female) who are registered with the CQC. The GP partners are supported by a salaried GP. They employ regular male and female locum GPs for limited periods when cover is needed. The nursing team comprises of practice nurse, a health care assistant, and several administration staff. The practice networks with another GP practice on the West side of the Lizard Peninsular.

There are higher than average number of patients over 65 at 31% compared with the national average of 16%. The National General Practice Profile states that 99.1% of the practice population is from a white background with 0.9% of the population originating from Asian, black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as six, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 82 years compared to the national average of 79 years. Female life expectancy is 84 years compared to the national average of 83 years.

The practice sees an influx of temporary patients each year, with migrant workers registering for January to March and people who are on holiday visiting the area peaking during the Summer months.

St Keverne Health Centre is a teaching practice with close links to universities. It provides placements every year for fourth year medical students.