

# Scartho Medical Centre

## Inspection report

Springfield Road

Scartho

Grimsby

Lincolnshire

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Date of inspection visit: 30 October 2019

Date of publication: 13/12/2019

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 effective?

Good



Are services well-led?

Good



# Overall summary

We carried out an announced comprehensive inspection at Scartho Medical Centre on 30 October 2019 as part of our inspection programme.

We carried out an inspection of this service due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

Are services at this location effective?

Are services at this location well led?

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

Are services at this location safe?

Are services at this location caring?

Are services at this location responsive?

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:

- Patients received effective care and treatment that met their needs.

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We saw one area of outstanding practice:

- The practice were proactive in supporting cancer screening programmes and encouraging patient engagement. They had achieved high rates of cervical cancer screening at the practice at 86.6% exceeding the 80% target for 2017/18. To achieve this the practice had four practice nurses trained to undertake cervical cancer screening. They had undertaken a promotional campaign in 2017 via social media. They provided early morning appointments and patients could book appointments online for cervical smears. They followed up non-attenders and put codes on the patient records, so these patients could be identified for opportunistic care. The practice had also achieved above local and national rates for breast and bowel cancer screening in 2017/18.

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

- Review and improve processes for implementing National Institute for Health and Care Excellence (NICE) guidance for prescribing and the care and treatment of newly pregnant women on long-term medicines.

**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 Scartho Medical Centre

Scartho Medical centre is located within a purpose-built surgery in the centre of Scartho in Grimsby.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice has a contract with North East Lincolnshire Clinical Commissioning Group (CCG) to deliver primary care under a Personal Medical Services (PMS) Contract for 13,081 patients living in Grimsby, New Waltham and surrounding areas.

The practice has three GP partners, two male and one female, and four salaried GPs, three female and one male. There are four nurse practitioners, two clinical pharmacists, five health care assistants (HCA) including an apprentice HCA. There is a practice manager, an assistant practice manager and an extensive administrative team.

The practice opening times are from 8.00am to 18.30pm.

Scartho Medical Centre is in one of the less deprived areas of Grimsby. The practice catchment area is classed as being within one of the least deprived areas in England. The practice scored eight on the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. People living in more deprived areas tend to have greater need for health services. National General Practice Profile describes the practice ethnicity as being 9b.5% white British, 2.1% Asian, 0.3% black, and 0.7% mixed race and 0.4% other non-white ethnicities. The practice demographics show a slightly higher than average percentage of people in the 65+ year age group. Average life expectancy is 80 years for men and 83 years for women compared to the national average of 79 and 83 years respectively. The general practice profile shows that 52% of patients registered at the practice have a long-standing health condition, compared to 56% locally.