

Cleavelands Medical Centre

Inspection report

Sapphire Road
Bishops Cleeve
Cheltenham
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cleavelandsmedicalcentre.org.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 Bramwell & Partners on 13 February 2020. The practice had moved to new premises so we decided to conduct a comprehensive inspection.

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 high-quality, person-centre care.

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

- Implement actions to improve uptake for the cervical screening programme to meet the national target of 80%.

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

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

Our inspection team

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

Background to Cleavelands Medical Centre

Cleavelands Medical Centre is located at Sapphire Road, Bishops Cleeve, Cheltenham. GL52 7YU.

The surgery is housed in a new building in area scheduled for extensive new building and is part of the planned infrastructure.

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 and family planning.

Cleavelands Medical Centre is situated within the Gloucestershire Clinical Commissioning Group (CCG) and provides services to about 11,000 patients under the terms of a general medical services contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of six GPs, three female and three male. There are two salaried GPs one male and one female. There are five practice nurses and two healthcare assistants. The clinical team is supported by a business manager, an operations manager and an administration and reception team.

There are approximately twice the national average number of patients over the age of 75 years on the practice list. The practice population ethnic profile is predominantly White British. Information published by Public Health England, rates the level of deprivation within the practice population group as ten, on a scale of one to ten. Where level one represents the highest levels of deprivation. Male life expectancy is 82 years compared to the national average of 79 years. Female life expectancy is 85 years compared to the national average of 83 years.