

# The Mayflower Medical Practice

## Inspection report

The Health Centre  
Station Road, Bawtry  
Doncaster  
South Yorkshire  
DN10 6RQ  
Tel: 01302 710326  
www.mayflowermedicalpractice.nhs.uk

Date of inspection visit: 19 February 2019  
Date of publication: 15/04/2019

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 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 The Mayflower Medical Practice on 19 February 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.

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:

- **The practice should review the governance arrangements for the dispensary service to ensure the lead GP for dispensing is assured of the safety and quality of the service provided.**

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**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 second inspector, a pharmacy specialist advisor and a GP specialist adviser.

## Background to The Mayflower Medical Practice

The Mayflower Medical Practice is a dual sited dispensing practice located in the centre of Bawtry. The main practice is located in an older building with good parking facilities and disabled access. The practice also has a purpose built satellite branch based in Finningley which is a small rural village. The branch site was also visited as part of this inspection. While Bawtry is in South Yorkshire it borders with North Nottinghamshire and North Lincolnshire. The practice has registered patients who live in different counties.

The Mayflower Medical Practice is situated within the Doncaster Clinical Commissioning Group (CCG) and provides services to 7,953 patients under a general medical services (GMS) contract.

The practice is registered with the CQC to provide regulated activities at both sites which include;

- diagnostic and screening procedures
- family planning
- surgical procedures
- maternity and midwifery services
- treatment of disease disorder or injury.

The practice has three GP partners who registered with the CQC in April 2013. The practice has one male GP, two female GPs, one female salaried GP, four nurses, one advanced nurse practitioner and two health care assistants. The practice also has a dispensing team which consists of two pharmacists, three dispenser's and one dispensary assistant. Non clinical support is provided by a practice manager, an assistant practice manager, a dispensary manager and an extensive and experienced administration/reception team.

The Public Health National General Practice Profile shows that around 97% of patients are of a white/British origin; with a further 1% of Asian origin. The level of deprivation within the practice population is rated as eight, on a scale of one to ten. Level one represents the highest level of deprivation; and level ten the lowest. The practice has a higher than average number of patients aged over 65 years. The age/sex profile shows a comparable number of patient's aged between five and 14 years registered at the practice. The average life expectancy for patients at the practice is 79 years for men and 85 years for women, compared to the national average of 79 years and 83 years respectively.