

Mayfield Medical Centre

Inspection report

The Mayfield Medical Centre
37 Totnes Road
Paignton
Devon
TQ4 5LA
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www.mayfieldmedicalcentre.co.uk

Date of inspection visit: 8 January 2019
Date of publication: 29/03/2019

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?

Requires improvement 

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 Mayfield Medical Centre on 8 January 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 requires improvement for safe and good overall and good for all population groups.

We found that:

- Patients were at risk of harm because systems and processes were not in place to keep them safe. For example, up to date risk assessments and actions identified to address concerns with fire safety and health and safety had not been taken.
- 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.

We saw several areas of outstanding practice including:

- The practice had been involved in initiatives to maintain GP services in the Torbay area through supporting local practices by providing staff cover and consulting room space.
- The practice was instrumental in the formation of and providing the administrative and nursing staff support for the new care home visiting service in Paignton and Torbay. This took place during October 2018 and involved 1000 visits. This resulted in reducing pressure on the accident and emergency departments and delivering care closer to home. In February 2019 this service will be provided by other practices in Torquay.

The areas where the provider should make improvements are:

- Continue to monitor the patients survey to further improve access to the service.
- Ensure all staff have completed safeguarding training.
- Increase the uptake of cervical smear testing.

The areas where the provider must make improvements are:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.
- Ensure all clinical staff have the correct level of safeguarding training.

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

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, an assistant inspector and a GP specialist advisor.

Background to Mayfield Medical Centre

Mayfield Medical Centre is situated in the seaside town of Paignton. The practice is comprised of two sites. The address of the main practice is 37, Totnes Road, Paignton TQ4 5LA and their branch Cherrybrook Square Hookhills, Paignton TQ4 7SH.

Website www.mayfieldmedicalcentre.co.uk

We visited both sites during our inspection. The practice provides a service to approximately 14,600 patients of a diverse age group and offers the following regulated activities:

Treatment of disease, disorder or injury

Diagnostic and screening procedures

Maternity and midwifery services

Surgical procedures and

Family planning

The deprivation decile rating for this area is five (with one being the most deprived and 10 being the least deprived). The 2011 census data showed that 98% of the local population identified themselves as being White British. The mix of male and female patients were equal.

There is a team of six GP partners and five salaried GPs (five male and six female). The GP team were supported by a business manager, a practice manager, project manager, two nurse prescribers, eight practice nurses, one emergency care practitioner, two health care assistants, two phlebotomists, two care support workers, pharmacists and additional administration staff.

Patients using the practice also have access to health visitors, counsellors, district nurses and midwives. Other health care professionals visited the practice on a regular basis.

The premises are open from 8.30-6pm Mondays to Fridays. Outside of these times patients are directed to contact the out of hour's service and the NHS 111 number. This is in line with local contract arrangements.

The practice offers a range of appointment types including face to face same day triage appointments, face to face routine appointments and advance appointments well as online services such as e consultations, access to records, online appointments and repeat prescription requests.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 17 HSCA (RA) Regulations 2014 Good governance How the regulation was not being met: Systems or processes in regard of governance arrangements were not effectively established or operated to ensure an effective oversight of the practice was maintained and services for patients were improved. This included: mandatory training, emergency fire testing and drills. Systems or processes in regard of risks to patients were not assessed or monitored to help improve the quality and safety of the services provided. Areas of concern included; a fire prevention, infection control risk assessments and health and safety control.