

Cambridge Medical Group

Inspection report

The Cambridge Medical Group
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Middlesbrough
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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 caring?

Good



Overall summary

We carried out an announced review at Cambridge Road Medical Group on 5 May 2021 Overall, the practice is rated as Good. (Previous rating October 2019 – Good)

The rating for the key question we reviewed is:

Caring – Good (previous rating October 2019 requires improvement)

Following our previous inspection on the 10 October 2019 the practice was rated as Good overall and for all key questions, with the exception of caring which was rated as requires improvement. This was relating to the GP survey which showed lower than average figures for patients experience of their GP practice. In addition, the population group for working age people (including those recently retired and students) was rated as required improvement. This was regarding the lower than average rates of patients attending for cervical screening.

The full reports for previous inspections can be found by selecting the 'all reports' link for www.cambridgemedicalgroup.co.uk our website at www.cqc.org.uk

Why we carried out this review

This review was carried out without undertaking a site visit inspection to follow up on:

- The results of the GP national patient survey
- the uptake of patients receiving cervical screening

How we carried out the inspection/review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our reviews differently.

We carried out this review remotely as we did not need to visit the site to determine the improvements made by the practice. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Requesting evidence from the provider.

Our findings

We based our judgement of the quality of care at this service on a combination of:

- 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:

Overall summary

- The practice had made improvements to the numbers of patients' attending the surgery for cervical screening. Telephone calls were made to those patients who were overdue their screening and to patients in the younger age group who were perhaps concerned about having their first cervical screening. These calls included discussing the process and the possible impact of not having a cervical screening. To encourage and improve attendance at the practice for screening, a range of appointments had been offered to meet the patient's needs.
- The practice manager had carried out an audit of telephone consultations in order to determine patient experience) and they were then discussed in a meeting for clinicians. This showed good outcomes for patients with calls demonstrating a willingness and interest to help patients. The GP's also ensured that patients understood the outcome of their consultation and face to face appointments were made where needed There had been six positive reviews since the last inspection on the National Health Services (NHS) choices website. They showed appreciation for the practice and staff.

Population group ratings

Older people	Not inspected	
People with long-term conditions	Not inspected	
Families, children and young people	Not inspected	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Not inspected	
People experiencing poor mental health (including people with dementia)	Not inspected	

Our inspection team

Our inspection team was led by a CQC lead inspector who reviewed evidence without visiting the location.

Background to Cambridge Medical Group

Cambridge Group Medical Group is located in Middlesbrough:

10a Cambridge Road

Linthorpe

Middlesbrough

TS5 5NN

The provider is registered with the care quality commission (CQC) to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the South Tees Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 6,425. This is part of a contract held with NHS England.

The practice is part of a primary care network with some other local practices within the CCG area.

Information published by Public Health England report deprivation within the practice population group as high. It's the 2133 most deprived practice area (out of 6900) and the 9th most deprived CCG area (out of 191). The National General Practice Profile states that 87.9% of the practice population is white, 8.2% is from an Asian background and 1.7% from mixed or other non-white ethnic groups

The average life expectancy of the practice population is the same as the national average for both males and females (79 years for males, and 83 years for females).

The practice's clinical team is led by four partners, two male and two female, who work part-time hours. There is a further GP who works part-time hours who is salaried. The practice has an advanced nurse practitioner, three practice nurses and two healthcare assistants. There is a practice manager, a deputy practice manager, an office manager and a team of administration and reception staff.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment.

The practice is open between 8am to 6pm Monday to Friday. Appointments are from 8.10am to 5.30pm Monday to Friday.

When the practice is closed patients are directed to contact the South Tees Access and Response Service (STAR) service by telephoning the NHS 111 line. This offers appointments from 6pm to 9.30pm Monday to Friday and 8am to 9.30pm on weekends and Bank Holidays