

Central Lakes Medical Group

Inspection report

The Health Centre
Rydal Road
Ambleside
Cumbria
LA22 9BP

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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 follow up inspection at Central Lakes Medical Group on 30 September 2019. We undertook this inspection following an inspection in March 2019. At that time, we rated the service as Requires Improvement. We issued the provider with a requirement notice for a breach of regulation 17, Good governance. The full report from our March 2019 inspection visit can be found here www.cqc.org.uk

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 had made improvements to their quality assurance systems which were now underpinned by consistent monitoring.

- Patients received effective care and treatment that met their needs.
- Health and safety, fire safety and infection control checks and audits were now being completed for both the Ambleside site and the Hawkshead branch surgery.
- Patients commented that staff were caring and professional.
- Staff were well trained and competent in the delivery of good patient care.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

The areas where the provider **should** make improvements are:

- Continue to develop their electronic quality assurance systems.

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

Dr Rosie Benneyworth BM BS BMedSci MRCP

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.

Background to Central Lakes Medical Group

Central Lakes Medical Practice (The Health Centre, Rydal Road, Ambleside, Cumbria, LA22 9BP.) is situated in a purpose build premises close to the centre of the Ambleside. Car parking facilities are available outside the building. It has a branch surgery at Hawkshead (Hawkshead Surgery, Bragg Field, Hawkshead, LA220QW).

The practice provides services to a patient list of approximately 6349 patients many of whom are holiday makers and seasonal workers in the area. Male and female life expectancy (79 and 86 years respectively) for the practice population is slightly above local and national averages for males (both 79 years) and above local and national averages for females (82 and 83 years). The practice's patient population consists of a slightly higher proportion of older people, with 22.7%

being over the age of 65 (National average 17.1%). There is a low population of people under 18 equating to 12.2% with the national average being 20.8%. The practice also caters for a comparable proportion of patients with a long-standing health condition at 53.9%, compared to

the national average of 53.6%. Information published by Public Health England rates the level of deprivation within the practice population group as nine on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice is staffed by three GP partners (two female and one male) along with four salaried GPs. The GPs are supported by a nurse practitioner, a musculoskeletal practitioner, practice nurses and health care assistants. The clinical staff are supported by a practice manager and a team of administration and reception staff. The practice is a training practice for doctors to become GPs.

Outside normal surgery hours, patients are advised to contact the out of hours service, offered locally by the provider Cumbria Health on Call.

The practice is registered with CQC to provide the regulated activities diagnostic and screening procedures, treatment of disease disorder and injury, maternity and midwifery services and surgical procedures.