

East Lindsey Medical Group

Inspection report

153 Newmarket
Louth
Lincolnshire
LN11 9EH
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www.newmarketmedicalpractice.co.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 

verall summary

We carried out an announced comprehensive inspection at East Lindsey Medical Group on 30 January and 5 March 2019 as part of our inspection programme. Our inspection team was led by a CQC inspector and included a GP specialist advisor, a practice manager specialist advisor and a practice nurse specialist advisor. A further CQC inspector visited the branch site at The Wolds Branch, Tetford.

Our judgement of the quality of care at this service is based 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.

I have rated this practice as good overall.

This means that:

- People were protected from avoidable harm and abuse and that legal requirements were met.

- Patients had good outcomes because they received effective care and treatment that met their needs.
- Patients were supported, treated with dignity and respect and were involved as partners in their care.
- People's needs were met by the way in which services were organised and delivered.
- The leadership, governance and culture of the practice promoted the delivery of high quality person-centred care.

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

- Continue to embed the process of conducting medication reviews.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGPChief
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 inspector and included an additional CQC inspector, a GP specialist advisor, a practice nurse specialist advisor and a practice manager specialist advisor.

Background to East Lindsey Medical Group

East Lindsey Medical Group is located in the market town of Louth and provides primary medical services to approximately 14,200 patients from two surgeries under a General Medical Services contract with Lincolnshire East Clinical Commissioning Group. The primary surgery is at 153 Newmarket Louth LN11 9EH and there is a branch surgery at The Wolds Branch, West Road, Tetford. LN9 6QP

It is a dispensing practice with dispensaries at both surgeries. The practice could dispense to 4,802 eligible patients who live more than 1.6 km from a pharmacy.

The provider is registered with CQC to deliver the Regulated Activities of;

diagnostic and screening procedures,

maternity and midwifery services,

surgical procedures,

family planning

treatment of disease, disorder or injury.



The practice has a GMS contract with Lincolnshire East Clinical Commissioning Group.

The practice has five partners and two salaried GPs. There are two advanced nurse practitioners, five practice nurses and four health care assistants. They are supported by a team of dispensers, receptionists, administration staff and management.

Patient demographics show higher numbers of patients aged 65 and over and lower numbers of younger patients than the national average. Life expectancy is very similar to national averages. Information published by Public Health England, rates the level of deprivation within the practice population group as five, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The Newmarket surgery is open between 8am and 7pm Monday to Wednesday, 7am to 6.30pm Thursday and 8am to 6.30pm Friday. The Wolds surgery is open from 8am to 6.30pm Monday to Wednesday and Friday and from 7am to 6.30pm on Thursdays.

Pre-bookable extended hours appointments were available at Louth County Hospital from 6.30pm to 8.00pm Monday to Friday and 8.00am to 7.30pm on Saturday and Sunday.



Out-of-hours GP services are provided by Lincolnshire Community Health Services and are accessed by calling the NHS 111 service.