

Mickleover Surgery

Inspection report

10 Cavendish Way
Mickleover
Derby
Derbyshire
DE3 9BJ

Tel: 01332519160
www.mickleoversurgery.co.uk

Date of inspection visit: 25 Nov 2019

Date of publication: 24/12/2019

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.

Overall summary

We carried out an unannounced focussed inspection at Mickleover Surgery on 25 November 2019 due to receiving some concerning information which had been raised about the practice, however our inspection did not evidence the information was correct.

The practice was last inspected in 2017 and the full report can be found on the website .

At this inspection we did not find any breaches or concerns around patient safety. Our key findings at this inspection were:

- Systems were in place to ensure patients receiving high risk medicines were having the appropriate monitoring completed in a timely manner.

- Patients received appropriate reviews for their long term conditions with follow ups arranged appropriately.
- Test results and tasks on the clinical system were acted on appropriately and in a timely manner.
- There were systems to ensure infection control was audited however there were some areas which could have been reviewed following the previous audit to review progress on the issues highlighted.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

The inspection was carried out by a lead inspector and a GP specialist advisor.

Background to Mickleover Surgery

Mickleover Surgery is a practice providing primary medical services to around 6,500 patients from 10 Cavendish Way, Mickleover, Derby, DE3 9BJ.

The practice had a General Medical Services (GMS) contract with NHS England. This is a contract for the practice to deliver primary care services to the local community.

The staff at the practice included two female GP partners, one part time salaried doctors, one advanced clinical practitioner, three practice nurses, a practice manager and a team of administration and reception staff.

The practice is located in a location which is considered one of the least deprived areas of England with deprivation levels of 9% compared to the England average of 19%. The practice population is made up of 86% white British, 1.9% mixed race, 9.5% Asian, 1.6%

black and 1% other. The practice age profile shows the practice have slightly higher numbers of patients aged 65+ with around 20.1% of patients being over 65 years old compared to the 17.3% national average.

The practice is located within the area covered by Derby and Derbyshire Clinical Commissioning Group (CCG). The CCG is responsible for commissioning services from the practice. A CCG is an organisation that brings together local GPs and experienced health professionals to take on commissioning responsibilities for local health services.

The practice was open between 8am and 6.30pm Tuesday to Friday and open 8am until 7.50pm on Mondays. Patients could access extended access appointments at other local practices from 6.30pm to 8pm on Monday to Friday, and Saturday and Sundays from 8am to 12pm.

When the practice is closed patients are asked to contact 111 to access out-of-hours care.