

Lawns Medical Practice

Inspection report

The Lawns Medical Practice
Mount Street
Diss
IP22 4WG
Tel: 01379642021
www.lawnsgp.com

Date of inspection visit: 11 December 2023
Date of publication: 22/12/2023

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 responsive to people's needs?

Good



Overall summary

We carried out a targeted assessment of Lawns Medical Practice on 11 December 2023 without a site visit. Overall, the practice is rated as good. We rated the key question of responsive as good.

Safe -good

Effective – good

Caring - good

Responsive – good

Well led – good

Following our previous inspection in June 2019, the practice was rated good overall and for all key questions. At this inspection, we rated the practice good for providing responsive services.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Lawns Medical Practice on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection as part of our GP responsive assessment

- Responsive question inspected

This included:

- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider.

Our findings

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 found that:

- The practice had positive, change reported within the GP national patient survey data since last year’s survey results.
- Patients were given options to self-book appointments to make access to the practice more streamlined.
- The provider would mark patient notes with preferred modes of access to support appointments.
- Longer appointment times were made available for more complex patients to avoid multiple appointments.
- The provider would involve all staff with complaints to gain feedback and opportunities to learn, including self-reflection.

Overall summary

- The provider supported transgender patients by training staff with a specialist trainer in order to make access to appointments more supportive.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities.

Background to Lawns Medical Practice

Lawns Medical Practice is located in Diss, Norfolk at:

The Lawns Medical Practice

Mount Street

Diss

Norfolk

IP22 4WG

The provider is registered with 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 Norfolk and Waveney Integrated Care System (ICS) and delivers General Medical Services (GMS) to a population of about 7000 patients. This is part of a contract held with NHS England.

The practice is part of a wider network of 9 GP practices within the South Norfolk primary care network.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the second lowest decile (two of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 1.2% Asian, 97.4% White, 0.4% Black, 0.9% Mixed, and 0.2% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

The practice has a team of 4 GPs, 1 nurse practitioner, 1 specialist nurse, 4 nurses, 3 healthcare assistants who provide care for patients at the practice. The GPs are supported at the practice by a team of reception/administration staff. The practice manager and assistant practice manager are based at the main location to provide managerial oversight.

The practice is open between 8 am to 6.30 pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by IC24, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.