

OHP-The Meadows Medical Practice

Inspection report

Turnpike Meadow
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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 inspection at OHP-The Meadows Medical Practice on 22nd January 2019 as part of our inspection programme.

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 provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way. All respondents to the GP patient survey stated that during their last GP appointment they were involved as much as they wanted to be in decisions about their care and treatment.
- The practice scored significantly higher than average in the national GP patient survey for getting through to the practice on the phone. The practice was also rated above average for satisfaction with type of appointment offered and times.

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Ensure all recruitment information is available prior to starting work.
- Ensure Control of Substances Hazardous to Health (COSHH) risk assessments and safety sheets are available for products used.
- Continue to review how and where the practice stored its paper records to improve security.
- Record the serial numbers of the blank prescriptions when distributed around the surgery.
- Consider using a warning sticker/device to prevent the medicines fridge being turned off accidentally.
- Consider keeping a collective record of medicines not collected from the dispensary to identify if there was a pattern for some people.
- Extend the database of safety alerts to include all prescribing guidance.
- Ensure the practice had oversight of the role specific training completed by staff.

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

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

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 second CQC inspector, a GP specialist advisor and a member of CQC Medicines Management Team.

Background to OHP-The Meadows Medical Practice

OHP- The Meadows Medical Practice is part of the provider at scale organisation Our Health Partnership (OHP).

Our Health Partnership (OHP) currently consists of 189 partners across 37 practices providing care and treatment to approximately 359,000 patients. The provider has a centralised team to provide support to member practices in terms of quality, finance, workforce, business planning, contracts and general management, whilst retaining autonomy for service delivery at individual practices. OHP also provides a mechanism by which practices can develop ideas to support the sustainability of primary medical services and provide a collective voice to influence change in the delivery of services locally and nationally.

OHP added OHP- The Meadows Medical Practice as a location to their registration in October 2017.

The practice has a registered patient list size of 3,073 patients.

The practice is part of NHS Shropshire Clinical Commissioning Group (CCG).

The practice holds a General Medical Services (GMS) contract with NHS England. A GMS contract ensures practices provide essential services for people with health issues including chronic disease management and end of life care.

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

The practice unemployment level is 1.2%, which is lower than the CCG average of 2% and the national level of 5%.

The percentage of the practice population with a long-standing health condition is 54% which is in line with local and national average.

The percentage of patients under the age of 18 is lower for the practice in comparison with the CCG and National average. The percentage of patients who are over 65 years of age is higher than CCG and national average.

The population covered is predominantly white British.

The practice staffing comprises:

- Two GP partners (one female, one male)
- Two practice nurses

- Two health care assistants
- One Practice Manager
- A team of administration and reception staff
- A team of dispensing staff

Additional information about the practice is available on their website: www.themeadowsmedicalpractice.co.uk