

Mayfield Medical Centre

Inspection report

The Mayfield Medical Centre
37 Totnes Road
Paignton
Devon
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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 Mayfield Medical Centre on 20 June 2019 as part of our inspection programme.

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change (either deterioration or improvement) to the quality of care provided since the last inspection.

This inspection focused on the following key questions:

Safe

Effective

Well Led

We carried out an inspection of this service in January 2019 due to the length of time since the last inspection.

Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

Caring

Responsive

At the inspection in January 2019 we rated the practice as requires improvement for providing safe services because:

- Patients were at risk of harm because systems and processes were not in place to keep them safe. For example, up to date risk assessments and actions identified to address concerns with fire safety and health and safety had not been taken.

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 put in place systems and processes and 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 had put in place additional services to deliver services to meet patients' needs. Patients could access care and treatment in a timely way.
- 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 review uptake of health monitoring for patients with diabetes.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

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, and a practice manager specialist advisor.

Background to Mayfield Medical Centre

Mayfield Medical Centre is situated in the seaside town of Paignton. The practice is comprised of two sites. The address of the registered location is 37, Totnes Road, Paignton TQ4 5LA. The address of the branch is Cherrybrook Square, Hookhills, Paignton TQ4 7SH. Website www.mayfieldmedicalcentre.co.uk

We visited both sites during our inspection. The practice provides a service to approximately 14,600 patients of a diverse age group and offers the following regulated activities:

Treatment of disease, disorder or injury

Diagnostic and screening procedures

Maternity and midwifery services

Surgical procedures and

Family planning

The deprivation decile rating for this area is five (with one being the most deprived and 10 being the least deprived). The 2011 census data showed that 98% of the local population identified themselves as being White British. The mix of male and female patients were equal.

There is a team of six GP partners and five salaried GPs (five male and six female). The practice also employed a business manager, a practice manager, a project manager, two nurse prescribers, eight practice nurses, one emergency care practitioner, two health care assistants, two phlebotomists, two care support workers, pharmacists and additional administration staff.

Patients using the practice also have access to health visitors, counsellors, district nurses and midwives. Other health care professionals visited the practice on a regular basis.

The premises are open from 8.30-6pm Mondays to Fridays. Outside of these times patients are directed to contact the out of hour's service and the NHS 111 number. This is in line with local contract arrangements.

The practice offers a range of appointment types including face to face same day triage appointments, face to face routine appointments and advance appointments well as online services such as e consultations, access to records, online appointments and repeat prescription requests.