

Ravenswood Medical Practice

Inspection report

Ravenswood Health Centre
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Ipswich
Suffolk
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www.ravenswoodmedicalpractice.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 

Overall summary

We carried out an announced comprehensive inspection at Ravenswood Medical Practice on 9 January 2019. This was part of our planned inspection programme. We previously inspected the practice in February 2016 and it was rated good.

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.

At this inspection we found:

- The practice had systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- Staff involved and treated patients with compassion, kindness and dignity and patients were involved in their care and decisions about their treatment. Arrangements had been improved to maintain confidentiality at the reception desk.

- The practice had good facilities and was well equipped to treat patients and meet their needs. Patients in the waiting rooms and throughout the premises were monitored, in case they suddenly became unwell.
- GP appointments were initially managed through a GP telephone consultation. Feedback from the National GP Patient Survey identified some patient dissatisfaction in relation to getting through on the telephone, however patients we spoke with and received comments from were positive about the service received and, although there could be a delay, this was minimal. The practice continued to respond to patient feedback.
- There was a supportive culture and a focus on continuous learning and improvement at all levels of the practice. The practice proactively sought feedback from staff and patients, which it acted on.

The areas where the provider **should** make improvements:

- Provide contact information on the Parliamentary and Health Service Ombudsman on the practice patient information leaflet for complaints.
- Continue work to reduce the practice's prescribing for co-amoxiclav, cephalosporins and quinolones.
- Continue to review and improve patient experience when accessing the practice.

Professor Steve Field CBE FRCP FFPH FRCGP Chief Inspector of General Practice

Please refer to the detailed report and the evidence tables for further information.

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 Care Quality Commission (CQC) lead inspector and included a GP specialist adviser.

Background to Ravenswood Medical Practice

- The name of the registered provider is Ravenswood Medical Practice.
- The practice is registered to provide diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.
- The practice holds a Personal Medical Services (PMS) contract with the local Clinical Commissioning Group (CCG).
- The practice area covers East Ipswich and the surrounding villages.
- The practice offers health care services to approximately 15,325 patients.
- The practice website is <http://www.ravenswoodmedicalpractice.co.uk>
- There are six GP Partners at the practice (three male and three female) and two female salaried GPs. The practice clinical team also includes three nurse practitioners, two clinical care practitioners, six practice nurses and three health care assistants. The practice manager is supported by a team of three medical secretaries, and a reception and administration team with individual leads. They had one administration apprentice.
- The practice is open between 8am to 6.30pm Monday to Friday, and until 8.30pm on Tuesdays. Appointments from 6.30pm to 8.30pm are for pre-booked appointments including family planning clinic appointments.
- Out-of-hours GP services are provided by Integrated Care 24, via the NHS111 service.
- The practice is a training practice and at the time of the inspection had one GP Registrar. GP Registrars are qualified doctors who are undertaking further training to become a GP. The practice is also a teaching practice for medical students who are training to become doctors. At the time of the inspection they did not have any medical students.
- According to Public Health England information, the patient population has a slightly higher than average number of patients aged between four years and 18 years and between 65 years to 84 years, compared to the practice average across England. Income deprivation affecting children and older people is in line with the practice average across England, as is the overall deprivation across the practice population. Male life expectancy is 80 years for men, which is above the England average at 79 years. Female life expectancy is 85 years for women, which is above the England average of 83 years.

- District nurses are based in the same premises and midwives hold clinics four days per week.

- Patients could book evening and weekend appointments with a GP through Suffolk GP+ (Suffolk GP+ is for patients who urgently need a doctor's appointment, or are not able to attend their usual GP practice on a weekday.)