

# Park House Medical Centre

## Inspection report

61 Burton Road  
Carlton  
Nottingham  
Nottinghamshire  
NG4 3DQ  
Tel: 0115 940 4333  
www.parkhousemedicalcentre.com

Date of inspection visit: 7 February 2019  
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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

<b>Overall rating for this location</b>	<b>Good</b>	
Are services safe?	<b>Good</b>	
Are services effective?	<b>Requires improvement</b>	
Are services caring?	<b>Good</b>	
Are services responsive?	<b>Good</b>	
Are services well-led?	<b>Good</b>	

# Overall summary

We carried out an announced comprehensive inspection at Park House Medical Centre on 7 February 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 but effective was rated as requires improvement. This was because we rated two population groups as requires improvement: people with long-term conditions and people experiencing poor mental health (including people with dementia).**

We rated the practice as **requires improvement** for providing effective services because:

- Some outcomes were below CCG and national averages for people with long term conditions and people with mental health.

The overall rating for this practice was **Good**. However, the population groups were rated as **requires improvement** because some outcomes were below CCG and national averages for people with long term conditions and people with mental health.

We rated the practice as **good** for providing safe, caring, responsive and well-led services because:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- 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.
- 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:

- Ensure evidence of compliance for site-related issues is readily available from the contractor or landlord.
- Ensure all Patient Group Directions are appropriately completed.
- Improve outcomes for people with long term conditions and mental health in line with CCG and national averages.

**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

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Requires improvement</b> 
<b>Families, children and young people</b>	<b>Good</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Requires improvement</b> 

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team also included a GP specialist advisor.

## Background to Park House Medical Centre

Park House Medical Centre is located at 61 Burton Road, Carlton, Nottingham, Nottinghamshire, NG4 3DQ.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

Park House Medical Centre's service is commissioned by the NHS Nottingham North and East CCG (CCG). The practice provides services to approximately 10,000 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering primary care medical services to the local community.

The practice population includes 7.5% patients of Black, Asian, and minority ethnic groups. The practice is ranked in the seventh most deprived decile which is lower deprivation than national averages but slightly above CCG averages. The practice age profile includes higher

levels of patients aged under 18 than CCG and national averages. The practice includes lower levels of patients aged 65 and above compared with CCG and national averages.

The practice is run by a partnership of two full-time GPs (both male) and two salaried GPs (one female and one male). A long-term GP locum (female) also works at the practice. They are supported by a clinical team comprising of a lead nurse, five nurse prescribers, two practice nurses and three health care assistants. The administrative team comprises of a practice manager and a team of reception and administrative staff.

The practice is open between 8am to 6.30pm Monday to Friday. Park House Medical Centre is part of a group of practices which offers extended hours to the patients within the NHS Nottingham North and East CCG area. Weekend appointments and weekday evening appointments are available across the group. When the service is closed out of hours services are provided through the NHS 111 service.