

# Bearsted Medical Practice

## Inspection report

The Surgery  
Yeoman Lane, Bearsted  
Maidstone  
Kent  
ME14 4DS

Date of inspection visit: 28 February 2019  
Date of publication: 09/04/2019

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 Bearsted Medical Practice on 5 March 2019 as part of our inspection programme.

At this inspection we followed up on breaches of regulations identified at a previous inspection on 7 July 2018.

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 improved the way in which it provided care, that kept patients safe and protected them from avoidable harm.

- Improvements had been made to ensure there were comprehensive systems to keep people safe, which took account of current best practice. The whole team was engaged in reviewing and improving safety and safeguarding systems.
- 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.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Systems and processes to ensure good governance had been improved to ensure they were implemented effectively.

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

**Dr Rosie Bennyworth** BS BMedSci MRCGP  
Chief Inspector of General Practice

## Population group ratings

|  |   |
|--|---|
| <b>Older people</b>  | <b>Good</b>  |
| <b>People with long-term conditions</b>  | <b>Good</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>Good</b>  |

## 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 Bearsted Medical Practice

Bearsted Medical Practice is located at The Surgery, Yeoman Lane, Bearsted, Maidstone, Kent,

ME14 4DS. The practice offered dispensing services to those patients on the practice list

who lived more than one mile (1.6km) from their nearest pharmacy. The practice has good

transport links and there is a pharmacy nearby.

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

Bearsted Medical Practice is situated in a semi-rural area of the West Kent Clinical Commissioning Group (CCG) and provides services to 13,844 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of eight partner GPs (four female and four male), who registered with the CQC in December 2012. The practice employs a practice manager, five practice nurses (female), three health care assistants, a paramedic practitioner (female) and three dispensers (female), as well as reception and administration staff. The practice is part of a wider network of GP practices known as a federation.

The number of patients over the age of 65 is above the national average (practice 40%, national 31%). The National General Practice Profile states that 96% of the practice population is from a white background with a further 4% of the population originating from black, Asian, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as ten, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 82 years compared to the national average of 79 years. Female life expectancy is 85 years compared to the national average of 83 years.