

Modbury Health Centre

Inspection report

The Health Centre
Poundwell Meadow, Modbury
Ivybridge
Devon
PL21 0QL
Tel: 01548 830666
www.modburyhealthcentre.co.uk

Date of inspection visit:
Date of publication: 04/10/2019

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 effective?

Good 

Are services well-led?

Good 

Overall summary

We carried out an inspection of this service 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: Effective and Well led

Because of the assurance received from our review of information we carried forward the ratings for the following key questions: Safe Caring and Responsive.

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 ethos was to provide an accessible and approachable patient-orientated service.
- 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.
- Feedback from patients who used the service was positive about the way staff cared for patients.
- Staff told us they felt supported and engaged with managers and there was a strong focus on continuous learning and improvement at all levels of the organisation.

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.

Background to Modbury Health Centre

Modbury Health Centre is located within the NHS NEW (North, East, West) Devon and is one of 99 practices serving the NHS Clinical Commissioning Group (CCG) area. It is in a rural area with limited transport links to other towns and the city. It provides general medical services to approximately 4,550 patients.

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

The practice has a large proportion of elderly patients aged 65 years and over (29%). This is higher than local and national averages which are 23% for the CCG and 17.3% nationally.

The practice is led by three GP Partners, two female and one male who are contracted to provide a general medical service and is registered with the CQC for the following regulated activities: diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

The GP Partners are supported by three nurses, a health care assistant (HCA), a practice manager, and reception/admin staff. A new GP partner and salaried GP are commencing employment at the beginning of September 2019.

The practice is a dispensing practice and are able to dispense for patients who live more than a mile from their nearest chemist. The practice can also dispense to patients who live closer than this but who have difficulty in getting to a chemist.

This report relates to the regulatory activities being carried out at:

Modbury Health Centre
Poundwell Meadow,
Modbury
Ivybridge
Devon
PL21 0QL