

Clee Medical Centre

Inspection report

323 Grimsby Road,
Cleethorpes
DN35 7XE
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Date of inspection visit: 22 January 2019
Date of publication: 07/03/2019

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 Clee Medical Centre on 22 January 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 previously inspected the practice on 9 June 2016 we found the practice was Good overall and Requires Improvement for providing Safe services.

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 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.

Whilst we found no breaches of regulations, the provider **should:**

- Improve the review of the consultations of advanced nurse practitioner(s).

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

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 nurse specialist advisor.

Background to Cleve Medical Centre

Cleve Medical Centre is located at 323 Grimsby Road, Cleethorpes DN35 7XE. The surgery has good transport links and there is a pharmacy located nearby.

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

Cleve Medical Centre is situated within the North-East Lincolnshire City Clinical Commissioning Group (CCG) and provides services to 14,234 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice has five partners all male and one female part-time salaried doctor. There are two advanced nurse practitioners, one paramedic practitioner, one trainee advanced care practitioner, six practice nurses and three health care assistants. There is a practice manager, accounts manager, ten administration staff and twelve

reception staff. The practice is a training practice for year five medical students, physicians' associates and GP trainees as well as supporting nursing students to become practice nurse. The practice is part of a wider network of GP practices.

There are higher than average number of patients over the age of 65 compared with the characteristics of the North-East Lincolnshire area and the national average. The National General Practice Profile states that 98% of the practice population is from a White ethnic background with a further 2% of the population originating from Asian, black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 78 years compared to the national average of 79 years. Female life expectancy is 82 years compared to the national average of 83 years.