

Shelley Manor Medical Centre

Inspection report

Beechwood Avenue
Bournemouth
Dorset
BH5 1LX
www.shelleymanorsurgery.co.uk

Date of inspection visit: 12 and 13 December 2018
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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 at Shelley Manor & Holdenhurst Medical Centre on 12 and 13 December 2018 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 and good for all population groups. (Previous rating not applicable, first inspection since the practices merged).

At this inspection we found:

- 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.
- Feedback from patients about the staff, care and treatment was positive.
- Patients told us that they were able to get an appointment, but there were difficulties in getting through on the telephone. This had improved but further improvement was needed. This was an area that the practice were focussing on getting right for patients. Patients reported that they were able to access care when they needed it.

- Leaders were knowledgeable about issues and priorities relating to the quality and future of services and participated in external groups to ensure they understood the local changes and challenges.
- The practice worked effectively with other practices in the locality.
- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice recognised where systems and processes had worked well and improved their processes where appropriate.
- 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.
- Medicines and prescribing were effectively managed.
- There was a strong focus on continuous learning and improvement at all levels of the organisation. There was evidence of systems and processes for learning, continuous improvement and innovation.

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

- Continue to review the systems and processes for health and safety checks to demonstrate that health and safety is maintained.
- Continue to monitor and reduce exception reporting where possible.

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 second CQC inspector.

Background to Shelley Manor Medical Centre

Shelley Manor & Holdenhurst Medical Centre is situated in Bournemouth and comprises of two sites we visited both sites during our inspection:

Holdenhurst Site: 199 Holdenhurst Road, Bournemouth, BH8 8DE. Telephone: 01202 587111

Shelley Manor Site: Beechwood Avenue, Bournemouth, BH5 1LX. Telephone: 01202 309421

The practice provides a service to approximately 24,300 patients. The practice area has a diverse group of patients. The area they serve has pockets of high deprivation, high unemployment, higher than average drug and alcohol misuse and a high prevalence of patients with a mental health condition. The practice also covers an affluent area with a high number of older and complex patients.

The practice offers the following regulated activities:

Treatment of disease, disorder or injury

Diagnostic and screening procedures

Maternity and midwifery services

Family planning and

Surgical procedures

There are 10 GP partners, and five salaried GPs, three advanced nurse practitioners, four practice nurses and two health care assistants. The clinical team are supported by a practice business manager, an operational manager and a facilities manager. There are also administration and reception staff teams. The practice is a training practice for foundation doctors, GP registrars and medical students.

The premises are open between 8am and 6.30pm on weekdays. Outside of these times patients are directed to contact the out of hours service and the NHS 111 number.

The practice offers a range of appointment types including face to face, same day appointments, telephone consultations and advance appointments (four weeks in advance) as well as online services such as access to records, online appointments and repeat prescription requests.