

Monitoring Summary Record

The Medical Centre

1-1562238761

Location / Core Service address

The Medical Centre
52 Victoria Road

Barnetby
DN38 6HZ

CQC continues to develop its approach to monitoring with a focus on safety, access and leadership.

We have reviewed the information and data made available to us about your service on 24/04/2023.

We consider that no further regulatory activity is indicated at this time. We reserve the right to keep this under review and it may be subject to change. Please note this is not an assessment for the purposes of section 46 of the Health and Social Care Act 2008.

This monitoring activity is part of our Monitoring Approach 22/23 and is not an inspection. Monitoring summary records are not inspection reports and are not published on our website. They are an account of our monitoring activity. We do not expect them to be shared publicly to give assurance on the quality of care you deliver.

This summary record outlines what we found as a result of our monitoring activity:

We carried out a monitoring call with The Medical Centre on 24/04/2023. Present on the call was the principal doctor and the practice manager.

Summary of points discussed:

You told us about the systems, processes and practices to keep people safe including safeguarding arrangements and infection prevention and control arrangements. You told us about improvements made to recruitment processes since the last inspection.

You told us about the arrangements to effectively deal with medical emergencies

including staff training and equipment. You told us about medicine management and how you monitored prescribing. You told us that you were aware of the areas where the practice were outliers for prescribing and the action you were taking to correct this.

We discussed the practice's performance for cervical screening and told us about the action the practice was taking to maximise uptake.

You told us about the methods undertaken to gather and monitor feedback from patients and we noted that feedback from patients was mainly positive. You told us how complaints were handled and gave us examples of complaints you had recently dealt with.

You told us about any changes to staffing arrangements since the last inspection. You told us how you managed risk and performance and how shared learning to improve the service provided.