

Maidstone Road Rainham Surgery

Inspection report

53a/b Maidstone Road
Rainham
Gillingham
Kent
ME8 0DP
Tel: 01634231423
Web site None

Date of inspection visit: 10/12/2018
Date of publication: 25/01/2019

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?

Outstanding 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Maidstone Road Rainham Surgery on 10 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 outstanding for all population groups.

We rated the practice as **outstanding** for providing responsive services because:

- Services were tailored to meet the needs of individual patients. They were delivered in a flexible way that ensured choice and continuity of care, particularly for older people, people with long term conditions and families, children and young people.
- Learning from complaints recognised patients social and welfare, as well clinical, needs.

The practice had been rated as outstanding for caring at the last inspection in 2015. It was rated as good on this inspection because the factors that had caused it to be rated as outstanding for caring were now considered under the responsive domain.

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 way the practice was led and managed promoted the delivery of high-quality, person-centre care.

The provider **should**:

- Improve the identification of carers to enable this group of patients to access the care and support they need.

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	Outstanding 
People with long-term conditions	Outstanding 
Families, children and young people	Outstanding 
Working age people (including those recently retired and students)	Outstanding 
People whose circumstances may make them vulnerable	Outstanding 
People experiencing poor mental health (including people with dementia)	Outstanding 

Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist adviser.

Background to Maidstone Road Rainham Surgery

Maidstone Road Rainham Surgery is located at 53a/b Maidstone Road, Rainham, Gillingham, Kent. ME8 0DP. There is branch surgery at 56 Oak Lane, Upchurch, Sittingbourne, Kent. ME9 7AU. This surgery is more rural and is a dispensing surgery. We visited both premises during our inspection.

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

Maidstone Road Rainham Surgery is situated within the Medway Clinical Commissioning Group (CCG) and provides services to approximately 4,600 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 two GP partnership, one male and one female who registered with the CQC in December 2013. The practice employed a practice nurse, a health care assistant and several administration staff. The practice is not currently part of any wider network of GP practices.

The practice has a higher percentage of patients aged 65 and over than other practices nationally. The percentage of patients with long term medical conditions is marginally more than the national average. The National General Practice Profile states that 95% of the practice population is white. Information published by Public Health England, rates the level of deprivation within the practice population group as nine, on a scale of one to ten where level one represents the highest levels of deprivation. Male life expectancy is 80 years compared to the national average of 79 years. Female life expectancy is 85 years compared to the national average of 83 years.