

Dr Marianne Ford

Inspection report

38 Manor Road

Deal

Kent

CT14 9BX

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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 inspection at Dr Marianne Ford on 5 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.

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.

We found one area of outstanding practice:

- The practice had identified 8% of their patient list as carers and was proactive in offering real support to these patients, including by referral to a Care Navigator.

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 adviser.

Background to Dr Marianne Ford

Dr Marianne Ford is situated in the coastal town of Deal near Dover in Kent and provides a service to approximately 2269 patients in the locality. The practice population has a higher proportion of older patients (aged over 64 years) than the national averages.

The practice has a General Medical Services contract with NHS England to deliver primary medical services to the local community. The practice staff consists of one GP (female), one regular locum GP (male) and two practice nurses (female). A member of staff from the administration team has completed their training to be a health care assistant. The GP and nurses are supported by a practice manager and a team of administration and reception staff. The practice was part of a group of Deal practices working collaboratively to help improve care for all patients and had access to the Deal Hub for patient appointments seven days a week for specific concerns.

The practice does not provide out of hours services to its patients and there are arrangements with another provider (Integrated Care 24) to deliver services to patients when the practice is closed

As part of our inspection we visited 38 Manor Road, Deal, CT14 9BX where services are delivered.

The practice is registered to carry on the following regulated activities:

- treatment of disease, disorder or injury
- diagnostic and screening procedures
- maternity and midwifery service
- surgical procedures.