

# Lakeside Healthcare at Bourne

## Inspection report

Exeter Street  
Bourne  
PE10 9XR  
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[www.herewardgp.co.uk](http://www.herewardgp.co.uk)

Date of inspection visit: 28 June 2022  
Date of publication: 18/08/2022

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 to people's needs?	Good	
Are services well-led?	Good	

# Overall summary

We carried out an announced inspection at Lakeside Healthcare at Bourne on 28 June 2022.

Overall, the practice is rated as Good

The ratings for each key question:-

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

This comprehensive inspection carried out on 28 June 2022 covered all key questions.

The practice was also rated Good at our previous inspection on 28th February and 27th March 2018.

The full reports for previous inspections can be found by selecting the 'all reports' link for on our website or <https://www.cqc.org.uk/location/1-6682225845>

## **Why we carried out this inspection**

This inspection was a comprehensive inspection as part of our inspection programme and included an on-site visit.

## **How we carried out the inspection/review**

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This included:

- Completing remote clinical searches on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence to be submitted to us electronically from the provider.
- Speaking with staff from two local care homes and the chairperson of the patient participation group.
- A site visit.

## **Our findings**

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

# Overall summary

- information from the provider, patients, the public and other organisations.

## **We have rated this Good overall**

We found that:

- Staff we spoke with felt they were supported and valued in their work.
- 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 had the skills, knowledge and experience to carry out their roles. There was a system in place to monitor compliance with staff training. Staff were encouraged and supported to develop their skills and knowledge.
- Systems were in place to assure the provider of the competency of staff working in advanced roles
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- 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**:

- Review and improve the documentation in relation to significant events and complaints to ensure investigations are fully documented and learning and outcomes are shared.
- Improve the protocol for safety alerts so that you are assured that clinical staff have read them in a timely manner.
- Improve the practice protocol in place for medication reviews to ensure the medical record links to the medication prescribed in the patient record.
- Continue with efforts to complete staff immunisations records.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and together with another CQC inspector undertook a site visit.

The team also included a GP specialist advisor who completed clinical searches and records reviews remotely and then attended the on-site inspection to speak with staff

## Background to Lakeside Healthcare at Bourne

Lakeside Healthcare at Bourne (also known as Hereward Group Practice) is located in the town of Bourne, Lincolnshire at:

Exeter Street

Bourne

Lincolnshire

PE10 9XR

Lakeside Healthcare at Bourne ([www.herewardgp.co.uk](http://www.herewardgp.co.uk)) provides primary medical services to approximately 12,000 patients.

Hereward Group Practice is a two storey building situated in Bourne, Lincolnshire. It has car-parking facilities with spaces for patients with a disability. The practice has automatic doors at the entrance. Toilet facilities are available which includes disabled access. The practice provides dispensary services to 2.5% of those patients on the practice list who live more than one mile (1.6km) from their nearest pharmacy. The practice also provides a delivery service and has four medicine collection points where patients can collect their medicines.

The practice team consists of five GP partners (one female and four male), three salaried female GPs, and two GP registrar's. The practice employed three practice nurses, one advanced nurse practitioner and nurse lead, two nurse practitioners working with six health care assistants.

The dispensary team consisted of a dispensary manager and three dispensers along with two clinical pharmacists.

The clinical teams worked alongside a practice manager, two assistant practice managers and a team of administration and reception staff.

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

The practice is situated within the NHS Lincolnshire Clinical Commissioning Group (CCG), who will be known as the NHS Lincolnshire Integrated Care Board from 1st July 2022 and delivers General Medical Services (GMS) to a patient population of approximately 12,000 patients. The NHS Lincolnshire Integrated Care Board is responsible for commissioning services from the practice. An Integrated Care Board (ICB) is a statutory organisation bringing the NHS together locally to improve population health and establish shared strategic priorities within the NHS.

The practice is one of eight locations of Lakeside Healthcare Partnership, a partnership of GPs and others which provides primary medical services to approximately 170,000 patients across Northamptonshire, Lincolnshire and Cambridgeshire. The organisation's central support function is situated in Corby, Northamptonshire.

The practice is part of Four Counties Primary Care Network with another of the provider's CQC registered locations at Lakeside Healthcare at Stamford.

Lakeside Healthcare at Bourne is a training practice for fully qualified doctors (registrars) who wish to pursue a career in general practice. These doctors work at the practice for up to one year and help to foster a learning environment.

Information published by the government report deprivation within the practice population group as ten on a scale of 1 to 10. Level one represents the highest levels of deprivation and level 10 the lowest.

The National General Practice Profile states that 97.7% of registered patients are white with approximately 0.9% Asian, and 1.4% other non-white ethnic groups.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments are currently telephone consultations. If the GP or ANP needs to see a patient face-to-face then the patient is offered a choice of appointments. Other consultation methods such as video calls and advice via email are offered.

The practice is open between 8am and 6.30pm Monday to Friday. A range of GP appointments are available from 8.40am to 5.40pm Monday to Friday. Nurse Appointments from 8.40am to 6pm Monday to Friday and Health Care Assistant from 8am to 4.30pm Monday to Friday.

Extended hours appointments are offered on a Monday evening till 8pm and Saturday morning from 8am to 12.30.

Extended access is also provided locally in Stamford, Bourne and Market Deeping where late evening and weekend appointments are available.

Lakeside Healthcare at Bourne had opted out of providing out-of-hours services (OOH) to their own patients. The OOH service is provided by Lincolnshire Community Health Services NHS Trust.