

Cossington Park Surgery

Inspection report

52 Brandon Street
Leicester
LE4 6AW
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www.cossingtonparksurgery.co.uk

Date of inspection visit: 24 January 2024
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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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Overall summary

We carried out an announced focused inspection at Cossington Park Surgery on 24 January 2024. This was to follow up on a Section 29 warning notice we issued at the previous inspection in September 2023 in relation to a breach of regulation 17 good governance.

In September 2023, the practice was rated as requires improvement overall and for all key questions. This inspection took place on the 24 January 2024 to review compliance with the warning notice which needed to be met by 10 October 2023, but the inspection was not rated. The ratings from September 2023 therefore still apply and will be reviewed via a further inspection in due course.

The ratings from September 2023 still apply and the service remains rated as requires improvement overall and for all key questions:

Safe - requires improvement

Effective - requires improvement

Caring - requires improvement

Responsive - requires improvement

Well-led - requires improvement

The full reports for previous inspections can be found by selecting the 'all reports' link for Cossington Park Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection to follow up on a breach of regulation from a previous inspection. The report only covers our findings in relation to concerns raised in the warning notice and will not change the ratings.

At the inspection, we found that most of the requirements of the warning notice had been met. However, there was a continued breach of regulation 17 in relation to summarised records. The level of this breach has been reduced to a requirement notice.

How we carried out the inspection

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.

Our findings

We based our judgement of the quality of care at this service on a combination of:

Overall summary

- 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 found that:

- The practice could not demonstrate that all patient records were summarised appropriately and there was a lack of evidence around processes for ensuring the risk to patients were mitigated.
- Medicines were being prescribed and reviewed appropriately.
- Processes had been implemented to ensure monitoring of high risk medicines were in place.
- The system for receiving and acting on safety alerts had improved.
- There was no evidence of missed diagnoses within the practice.
- Patients with long term conditions were being reviewed in a timely manner.

We found a continued breach of regulations. The provider **must**:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

We also found that the provider **should**:

- Implement a process for patients who do not comply with monitoring requirements to ensure they continue to receive safe and effective treatment.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Cossington Park Surgery

Cossington Park Surgery is located in Leicester at:

Belgrave Health Centre

52 Brandon Street

Leicester

LE4 6AW

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

The practice is situated within the Leicester, Leicestershire and Rutland Integrated Care Board (ICB) and delivers Alternative Provider Medical Services (APMS) to a patient population of about 7,700. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices known as Orion Primary Care Network (PCN).

Information published by the Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the third lowest decile (3 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice population is 74% Asian, 18% White, 4% Black, 2% Mixed, and 2% Other.

The practice has a higher than average population of patients between the ages of 25-39 years of age. The practice also has a higher than local and national averages prevalence for the long term conditions of diabetes and hypertension.

There is a team of 3 GP partners who work across 2 registered locations. 1 GP partner took the lead at Cossington Park Surgery. The practice has a team of 1 practice nurse who provides nurse-led clinics for long-term conditions, and a health care assistant. The GPs are supported at the practice by a team of reception and administration staff. The practice manager provides managerial oversight across this practice and the other practice that the partners were responsible for.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments. Additional appointments on evenings and Saturdays could be booked at alternative services for members of the PCN.

Extended access is provided locally by Derbyshire Health United, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 17 HSCA (RA) Regulations 2014 Good governance There were a lack of systems and processes that enabled the registered person to ensure that accurate, complete and contemporaneous records were being maintained securely in respect of each service user. In particular, it was not clear around unsummarised patient records and why 10% of patients records had not been reviewed since 2015.
Family planning services	
Maternity and midwifery services	
Treatment of disease, disorder or injury	
Surgical procedures	