

Haddenham Surgery

Inspection report

The Green
Haddenham
Ely
Cambridgeshire
CB6 3TA
Tel: 01353 740205
www.haddenhamsurgery.nhs.uk

Date of inspection visit: 04 Apr to 04 Apr 2019
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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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Good



Are services caring?

Good



Are services responsive?

Requires improvement



Are services well-led?

Good



Overall summary

We carried out an announced comprehensive inspection at Haddenham Surgery on 4 April 2019 as part of our inspection programme. The practice was previously inspected in February 2016 and rated as good overall.

Our judgement of the quality of care at this service is based 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 requires improvement overall.

This means that:

- Patients had good outcomes because they received effective care and treatment that met their needs.
- The practice was fully engaged with reviewing and monitoring the clinical service they offered and used this information to make changes and drive care.
- Patients were supported, treated with dignity and respect and were involved as partners in their care.
- There were several examples of the caring nature of staff, such as washing and dressing patients on home visits when their care package had not started.
- Outcomes from the GP Patient Survey in relation to the care of clinicians were consistently in line with average.
- People's needs were met by the way in which services were organised and delivered. For example, the practice had a nurse training to become a learning disabilities champion to improve the care offered to this group of patients.
- Outcomes for patients in relation to cervical screening, diabetes and childhood immunisations were above average.
- The leadership, governance and culture of the practice promoted the delivery of high quality person-centred care.
- The practice encouraged continuous improvement and innovation. For example, the practice had encouraged

further learning and had encouraged a nurse to complete a masters' degree, a GP to complete dermoscopy training and an administrator to complete a business management diploma.

- Staff reported they were happy and proud to work in the practice.

We have rated the practice as requires improvement for providing **safe** services because:

- The branch site at Stretham did not have all of the appropriate emergency medicines, and this had not been risk assessed.
- There was a system for receiving and acting upon safety alerts, however we found one alert had not been acted on and this affected 10 patients.

We have rated the practice as requires improvement for providing **responsive** services, and for all population groups, because:

- Results from the GP Patient Survey for access were lower than local and national averages. The practice did not have an action plan in place to address this.
- This issue affected all population groups and therefore they have all been rated as requires improvement.

We found the provider **must**:

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

We found the provider **should**:

- Embed the new system for the recording of medicines returned by patients to the Stretham site.

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

Dr Rosie Benneyworth BS BM BMedSci MRCGPChief Inspector of General Practice

Population group ratings

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

Our inspection team

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

Background to Haddenham Surgery

- The name of the registered provider is Dr Amina Rahman.
- The address of the practice is Haddenham Surgery, The Green, Haddenham, Ely, Cambridgeshire, CB6 3TA.
- There is a branch site at Stretham Surgery, 1 Chapel Street, Stretham, Cambridgeshire, CB6 3JG. We visited this site as part of our inspection.
- There are approximately 7,300 patients registered at the practice.
- The practice is registered to provide the regulated activities of diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.
- The practice has a General Medical Services (GMS) contract with the local Clinical Commissioning Group (CCG).
- The practice has one female GP who holds the registration for the practice, and four salaried GPs (two male and two female) and a clinical pharmacist. There is a practice manager supported by a team of reception and administration staff. The nursing team includes four practice nurses and two healthcare assistants. There is a team of dispensers.
- The practice was a dispensing practice for patients that live more than one mile (1.6 kilometres) from their nearest pharmacy. There is also a dispensary at the branch site which was visited as part of this inspection.
- The practice website is www.haddenhamsurgery.nhs.uk
- The practice opening hours are Monday, 8.30am to 6.30pm Monday to Thursday and 8.30am to 6pm Friday. Between 8am and 8.30am and 5.30pm to 6.30pm a duty GP was available to deal with any urgent concerns. Patients could also access and extended hours hub over the weekend.
- When the practice is closed, Herts Urgent Care provides the out of hours service; patients are asked to call the NHS 111 service to access this service, or to dial 999 in the event of a life-threatening emergency.
- The practice demography differs slightly to the national average, with slightly less 20-39 year olds and slightly more 49-74 year olds. Male and female life expectancy in this area is above the England average at 82 years for men and 87 years for women. Income deprivation affecting children is 9%, which is below the England average of 20% and the CCG average of 15%. Income deprivation affecting older people is 11% which is below the England average of 20% and the CCG average of 14%.

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 the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 17 HSCA (RA) Regulations 2014 Good governance <ul style="list-style-type: none">• The practice had not risk assessed the need for all appropriate emergency medicines at the Stretham branch site.• The system for receiving and acting on safety alerts was not always effective and did not ensure actions were always taken in a timely manner.• There was no quality improvement plan in place to act upon patient feedback in relation to access to appointments to ensure patient satisfaction levels were improved.