

Lakeside Surgery

Inspection report

Goldthorpe Green
Goldthorpe
Rotherham
S63 9EH
Tel: 01709886360
www.lakeside-surgery.co.uk

Date of inspection visit: 11 November 2021
Date of publication: 14/12/2021

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 inspection of Lakeside Surgery on 8 and 11 November 2021. Overall, the practice is rated as good. The rating for each key question is:

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Why we carried out this inspection

We carried out an announced comprehensive inspection at Lakeside Surgery, as part of our inspection programme as a new provider registration for the service. This was a first rated inspection for the service that was registered with the Care Quality Commission (CQC) in June 2020.

How we carried out the inspection

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 inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video and telephone conferencing.
- Completing 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 from the provider.
- Requesting staff to complete a short questionnaire.
- A short 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
- information from the provider, patients, the public and other organisations.

We have rated this practice as Good overall

Overall summary

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.
- The practice obtained consent to care and treatment in line with legislation and guidance although documentation of DNACPR decisions required review.
- 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-centred care.

Whilst we found no breaches of regulations, the provider **should**:

- Review the Do Not Attempt CPR (DNACPR) process and ensure it is in line with current legislation with regard to recording capacity of the patient to provide consent.
- Continue to ensure staff vaccination status is known and maintained in line with current Public Health England guidance.

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 over the telephone and undertook a site visit. The team 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 Lakeside Surgery

Lakeside Surgery is located in Goldthorpe at:

Goldthorpe Green

Goldthorpe

S63 9EH

The practice does not have a branch site. The provider is responsible for the management of another practice in the same building and the GPs and Practice Manager work at both practices.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures, family planning and transport services. The provider was not aware they had registered for transport services as they did not provide this regulated activity and told us during the inspection they would remove this from their registration.

The practice is situated within the Barnsley Clinical Commissioning Group (CCG) and delivers Alternative Provider Medical Services (APMS) to a patient population of about 2313 patients. This is part of a contract held with NHS England.

The practice is part of a wider Primary Care Network made up of six local GP practices who provide shared services to their patients. The practice is also a member of Barnsley Healthcare Federation who offer extended access appointments on evenings and weekends through i-heart Barnsley.

Information published by Public Health England shows that deprivation within the practice population group is in the first lowest decile (two 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 area is mostly white british. The age distribution of the practice population is mostly younger people with 2080 patients being under the age of 65 years, 162 are aged 66 to 75 years and 70 patients are aged over 76 years.

There is a team of three male GP partners and a regular locum female GP. The surgery has a team of two practice nurses who provide nurse led clinics for long-term conditions and a healthcare assistant who carries out phlebotomy and blood pressure monitoring. The GPs are supported at the practice by a Practice Manager and a team of reception and administration staff.

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 were telephone consultations. If the GP needs to see a patient face-to-face then the patient is triaged by a GP first.