

The Spalding GP Surgery

Inspection report

Spalding Road
Pinchbeck
Spalding
PE11 3DT

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www.lincolnshirecommunityhealthservices.nhs.uk/our-services/johnson-gp-centre

Date of inspection visit: 14 June 2022

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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



Are services well-led?

Inspected but not rated



Overall summary

We carried out an unannounced focused inspection at The Spalding GP Surgery on 14 June 2022 after receiving information of concern.

The inspection focused on aspects relating to staff training and recruitment, care for patients with long term conditions and the leadership arrangements at the practice. The focused areas were covered under the following key questions:

Safe - Inspected not rated

Effective – Inspected not rated

Well-led – Inspected not rated

Following our previous inspection on 30 November 2021, the practice was rated Requires Improvement overall.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for The Spalding GP Surgery on our website at www.cqc.org.uk

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.

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 found that:

- The practice had insufficient assurance around recruitment checks and training of staff.
- The practice did not have an effective system to learn and make improvements when things went wrong. Significant events were not always investigated, and learning was not always implemented.
- The practice had worked hard to address a backlog of patients whom were not able to access care for long term conditions due to a shortage of clinical staff in the Spring of 2022.
- Staff told us leaders were not always visible.
- Due to low staffing the practice at times had not been able to achieve high quality sustainable care.
- The practice were working towards an improvement programme addressing staffing challenges by appointing locum GPs and actively recruiting for more nursing and reception staff.
- 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 had improved how it delivered services to meet the needs of patients. Patients could access care and treatment in a timely way.

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

Overall summary

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

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

- Continue to monitor staffing levels at the practice so that enough support is made available to reception and administrative staff to manage workloads at the practice.
- Continue to monitor staffing levels at the practice so that enough support is made available to clinical staff to manage workloads at the practice.

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 and second inspector who undertook a site visit and spoke with staff. 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 The Spalding GP Surgery

The Spalding GP Surgery is located in Pinchbeck, Spalding at:

The Spalding GP Surgery

Johnson Community Hospital

Spalding Road,

Pinchbeck

PE11 3DT

The previous provider was rated as inadequate by the Care Quality Commission in April 2018 and placed into special measures. The Lincolnshire Community Health Services Trust (LCHS) acted as a caretaker for the practice for the years 2018 – 2019 and were registered under the LCHS registration. LCHS then applied in September 2019 for registration with the CQC as a GP practice under LCHS and was formally registered to deliver services from 1st October 2019.

The service was relocated to the Johnson Community Hospital. The service shares a designated area of the building with the Urgent Treatment Centre. The surgery has full disabled access with automatic front doors, two consultation rooms and a waiting area on the ground floor. There are disabled toilets, baby changing facilities and a separate children's waiting area.

Disabled parking bays are available. There is a hearing loop system for patients who are hard of hearing. Free onsite parking is also available.

The Johnson Community Hospital consists of other services which patients of The Spalding GP Surgery are referred to if required such as blood tests and an X-ray department. Patients are able to be referred to mental health services which are located within The Johnson Hospital premises.

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

The practice is situated within the Lincolnshire Clinical Commissioning Group (CCG) and delivers Alternative Provider Medical Services (APMS) to a patient population of approximately 3155. An APMS contract is a contract between general practices and NHS England for delivering primary care services to the local community.

The practice is part of a Primary Care Network (PCN) which includes The Spalding GP practice, Munro Medical Centre and Beechfield Medical Centre.

Information published by Public Health England shows that deprivation score within the practice population group is eight out of 10. The lower the decile, the more deprived the practice population is relative to others in the area.

According to the latest available data, the ethnic make-up of the practice area is 97% white, 1.1% Mixed, 1.1% Asian, 0.3% Black and 0.1% other. The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of one full time salaried GP and two locum GPs. There are two nurses who provide nurse clinics for cytology, childhood immunisations, and wound care. Patients with long term conditions are seen by the practice GPs.

The GPs are supported by a team of reception and administration staff. At the time of our inspection the practice had an interim practice manager who was based at the location. The wider leadership structure included an Operational Business Service clinical lead, Head of Operational Business Services, Deputy Director of Operations, Medical Director and Deputy Medical Director, who visited the site to support staff and were accessible remotely.

The team also included an occupational therapist, clinical pharmacist, Musculoskeletal first contact practitioner and physician associate provided through the PCN.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, GP appointments were a combination of telephone and face-to-face appointments. We were told by the provider telephone and remote appointments continue as an option however, if the patient chooses and clinical need directs - patients are offered a face-to-face appointment.

The opening hours are 8am to 6.30pm Monday to Friday. Extended access is provided locally by the Primary Care Network (PCN) from 8am – 8pm seven days per week. Further out of hours services are provided by Lincolnshire Community Healthcare Services Trust.

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
Treatment of disease, disorder or injury Diagnostic and screening procedures Maternity and midwifery services Family planning services Surgical procedures	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>How the regulation was not being met:</p> <ul style="list-style-type: none">The system for recording and investigating significant events was not effective. Safety concerns were not consistently identified or addressed. <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>