

Maples Family Medical Practice

Inspection report

35 Hill Street
Hinckley
Leicestershire
LE10 1DS

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www.maplesfamilymedicalpractice.nhs.uk

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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?

Requires improvement



Are services caring?

Good



Are services responsive?

Requires improvement



Are services well-led?

Requires improvement



Overall summary

We carried out an announced comprehensive inspection at Maples Family Medical Practice on 16 October 2019.

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 is a follow up inspection from the announced comprehensive inspection at Maples Family Medical Practice on 5 February 2019. The overall rating for the practice was **inadequate** and the practice was placed into **special measures** for a period of six months. A warning notice was served in relation to breaches identified under Regulation 17 good governance. We completed an announced comprehensive inspection on 16 October 2019 to check on the areas identified in the warning notices and to see if sufficient improvements had been made regarding these. The practice had taken some of the actions needed to comply with the legal requirements.

This announced comprehensive inspection on 16 October 2019 was carried out following the period of special measures to ensure improvements had been made and to assess whether the practice could come out of special measures. 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

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

- The practice did not have overall oversight of all significant events and we were not assured that there was learning within the wider teams.
- Not all clinical staff were aware of where the emergency medicines and equipment were held.
- It was not clear that there was an effective system for all alerts to be received and reviewed in the practice.

We rated the practice as **requires improvement** for effective services because:

- There was limited evidence of shared clinical audits and learning within the practice. We found there was limited monitoring of the outcomes of care and treatment.
- The system used to recall patients with long-term conditions for a structured annual review to check their health and medicines needs were being met but was not effective.
- The practice did not have arrangements for following up failed attendance of children's appointments following an appointment in secondary care.
- The practice had higher than average exception reporting for some indicators relating to people experiencing poor mental health.

We rated the practice as **requires improvement** for responsive services because:

- The practice did not have clear oversight of complaints and we were not assured risk was being monitored.
- We found that the practice did not undertake routine care plans for dementia patients.
- The practice did not have a system in place to improve their GP patient survey results.

We rated the practice as **requires improvement** for well led services because:

- The practice did not have a comprehensive programme of quality improvement.
- The practice did not have effective governance systems and processes in place.
- Although the practice were developing a business plan there was not one in place at the time of inspection.
- Although there were systems in place for identifying, managing and mitigating risks, these needed to be strengthened and embedded.

We rated the practice as **good** for providing caring services because:

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- Patients told us that they feel engaged in their care and treatment and would recommend the practice.
- The practice had an alert system for recently bereaved patients to provide additional support.

We rated all population groups as **requires improvement**.

Overall summary

The practice has been rated requires improvement in effective and responsive and this applies to all population groups.

The areas where the provider **must** make improvements are:

- Ensure care and treatment is provided in a safe way to patients

In addition, the provider **should**:

- Review the staff training to make sure all staff are aware where emergency medicines are stored.
- Manage an effective overview of all significant events and complaints and share learning.

- Review and act upon patient feedback to improve experiences for patients.

I am taking this service out of special measures. This recognises the significant improvements that have been made to the quality of care provided by this service.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

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

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 inspector and included a GP specialist advisor, a practice nurse specialist advisor and a member of the CQC medicines team.

Background to Maples Family Medical Practice

Maples Family Medical Practice is situated in Hinckley, a town to the north west of the city of Leicester. It has approximately 10,300 patients and the practice's services are commissioned by West Leicestershire Clinical Commissioning Group (CCG). They are also a part of the Hinckley and Bosworth Medical Alliance Federation which is made up of 13 GP practices working together to deliver healthcare for local communities.

Patient demographics reflect the national picture and life expectancy is very similar to national averages. Information published by Public Health England, rates the level of deprivation within the practice population group as eight, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice has a General Medical Services Contract (GMS). The GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities.

At Maples Family Medical Practice, the service is provided by three GP partners (male), one salaried GP (female), an advanced nurse practitioner, three nurses, two health care assistants, a phlebotomist, an operations manager and a team of administration and reception staff.

The practice has one location registered with the Care Quality Commission (CQC) which is Maples Family Medical Practice, 35 Hill Street, Hinckley, Leicestershire, LE10 1DS.

The practice is open between 8.30am to 1.00pm and 2.00pm to 6.30pm Monday to Friday.

When the practice is closed patients are directed to contact the out-of-hours GP services by calling the NHS 111 service.

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	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment How the regulation was not being met... <ul style="list-style-type: none">• It was not clear that there was an effective system for all safety alerts to be received and reviewed in the practice.• There was lack of processes regarding risk of infection control, competence of non-medical prescribers and patterns of clinical prescribing.
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	