

Danes Camp Surgery

Inspection report

Rowtree Road
East Hunsbury
Northampton
Northamptonshire
NN4 0NY
Tel: 01604 709426

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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?

Requires improvement



Overall summary

We carried out an announced comprehensive inspection at Danes Camp Surgery on 7 August 2019. The practice was last inspected on 28 October 2014 when it was rated as good. We decided to undertake an inspection of this service following our annual review of the information available to us.

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.

From the inspection in October 2014 the practice was told they should:

- Make all staff aware of the designated lead GP for safeguarding matters.
- Keep a record of 'actual' temperatures, as well as maximum and minimum, so they can be assured that the fridges reach a safe operating temperature within the recommended range.
- Carry out an infection control audit to be assured that their performance in this area is safe.
- Take steps to ensure there is resilience in their capacity to operate safely in the event of multiple staff absence.
- Remove the seal of the automated external defibrillator to ensure it is readily available during an emergency and to enable a periodic visual check to be made of it.
- Update their business continuity plan and ensure it contains specific details to support staff to deal with an emergency or major incident.
- Engage with NENE CCG and with NHS England to ensure that there is a clear, shared vision about how the practice's new capacity and additional services brought about by their extensive building expansion, would meet the needs of the local health economy.

The full comprehensive report on the October 2014 inspection can be found by selecting the 'all reports' link for Danes Camp Surgery on our website at .

The practice is rated as requires improvement overall. The overall rating for this practice is requires improvement due to concerns in providing safe, responsive and well-led services.

We rated the practice as **requires improvement** for providing safe, responsive and well-led services because:

- Controlled drugs were not being safely stored at the practice.
- There were a number of un-summarised patient notes which had not been accurately reviewed.
- Fridge temperatures had not been accurately recorded and the practice had failed to identify or act on this.
- Patient access to appointments continued to need improvement.
- Complaints had not been responded to in a timely manner.
- A lack of effective management oversight had led to the concerns we found during our inspection.
- There was a lack of effective oversight in relation to significant events to ensure they were all categorised and acted upon as needed.

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

- Care and treatment was being delivered effectively with good patient outcomes and a focus on learning and developing the practice.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

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

- Improve the quality monitoring systems to ensure that care and treatment is delivered safely.
- Review the process for summarising patient notes to ensure these are up-to-date and current.
- Review the process for storing controlled drugs at the practice.
- Ensure the safe management of the cold chain and have effective oversight of the fridge temperatures.
- Review all complaints in a timely and appropriate manner.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

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

Population group ratings

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

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor, a practice nurse specialist advisor and a practice manager specialist advisor.

Background to Danes Camp Surgery

Danes Camp Surgery situated at Rowtree Road, Northampton is a GP practice which provides primary medical care for approximately 9,400 patients.

Danes Camp Surgery provides primary care services to local communities under a General Medical Services (GMS) contract, which is a nationally agreed contract between general practices and NHS England. The practice population live in the East Hunsbury, Collingtree Park and part of the Shelfleys area of the town of Northampton as well as people living in Collingtree village. According to Public Health England, the patient population is predominantly White British with a slightly higher than average percentage of patients aged between 30 and 59 years and between birth and 19 as compared with the rest of England. There is a less than average percentage of patients aged over 60.

Danes Camp Surgery has four male GP partners, one female GP partner and a salaried GP. The practice employs five nurses and has an administrative and reception team in place.

The practice has a registered manager in place. A registered manager is an individual registered with CQC to manage the regulated activities provided. The registered manager is the lead GP at the practice.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, treatment of disease, disorder or injury, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice is open between 8am and 6.30pm Monday to Friday with extended hours until 8.30pm on a Thursday at the practice. Extended hours are also offered at a local urgent care centre and when the practice is closed services are provided via 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 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	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>There was a lack of systems and processes established and operated effectively to ensure compliance with requirements to demonstrate good governance.</p> <p>In particular we found:</p> <ul style="list-style-type: none">• Over 500 un-summarised patient notes which had not been accurately identified or acted upon prior to our inspection.• The arrangements for identifying, recording and managing risks, issues and implementing mitigating actions were not operated effectively. <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>