

Lakeside Healthcare at Stamford

Inspection report

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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

Good 

Are services safe?	Requires improvement 
Are services effective?	Good 
Are services caring?	Good 
Are services responsive?	Good 
Are services well-led?	Good 

Overall summary

We carried out an announced comprehensive inspection at Lakeside Healthcare Stamford on 28 November 2018 as part of our inspection programme. We inspected both sites at Sheepmarket Surgery and St Mary's Medical Centre. Both sites had been inspected previously and had been rated good overall. We inspected St Marys Medical Centre as part of our inspection programme in June 2017. Sheepmarket Surgery was inspected in February 2015 and rated requires improvement overall. We carried out follow up inspections in April and September 2017 to check improvements had been made and as a result, the practice was rated as good overall.

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
- information from the provider, patients, the public and other organisations and
- patient interviews with Healthwatch.

We have rated this practice as good overall and for all population groups.

We found that:

- There was an effective system for high risk drug monitoring.
- Performance data was in line with local and national averages.

- We saw evidence of systems and processes for learning, continuous improvement and innovation.
- Although the practice had clear processes for managing risks, these were not always followed through and actioned.
- 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 and patients we spoke with told us they were treated with kindness and compassion.
- We saw staff dealt with patients respectfully and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Audit nurse prescribing and implement a system to provide oversight of nurses working in the same day clinics.

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

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 adviser, a practice nurse specialist adviser, a practice manager specialist adviser and two CQC inspectors.

Background to Lakeside Healthcare at Stamford

Lakeside Healthcare at Stamford was created in 2017 following the merger of St Mary's Medical Centre, Sheepmarket Surgery and The Little Surgery. The practice operates from two sites, following the closure of The Little Surgery: Sheepmarket Surgery, Ryhall Road, Stamford PE9 1HA and St Mary's Medical Centre, Wharf Road, Stamford PE9 2DH.

The provider is registered with CQC to deliver the following Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury. These are delivered from both sites.

Lakeside Healthcare at Stamford is situated within the South Lincolnshire Clinical Commissioning Group (CCG) and provides services to 31,665 patients. Both sites in Stamford offer dispensing services.

Lakeside Healthcare at Stamford provides an enhanced Same Day Service which is designed to support patients with acute medical needs or those patients who need help or advice before the next routine appointment is available. An Extended Hours appointments service is provided on Tuesday and Thursday evenings and

Saturday mornings and Enhanced Access appointments are available during the week, at weekends and on bank holidays. Other services offered include the provision of remote GP clinics for Stamford Endowed Schools and involvement in the Stamford Neighbourhood Team which aims to support patients living in their own homes.

The provider is a 16 GP partnership who are supported by six salaried GP's, one lead nurse, two community nurse practitioners, 10 practice nurses, one pharmacist, five healthcare assistants and 57 administration and support staff. The practice is part of a wider network of GP practices under the Lakeside umbrella.

There are higher than average number of patients over the age of 65, 75 and 85 years of age than the national average. Information published by Public Health England, rates the level of deprivation within the practice population group as nine, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 81 years compared to the national average of 79 years. Female life expectancy is 85 years compared to the national average of 83 years.