

Litcham Health Centre

Inspection report

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Litcham
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Date of inspection visit: 29 November 2018
Date of publication: 16/01/2019

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 Litcham Health Centre on 29 November 2018 as part of our inspection programme.

The practice was previously inspected in November 2016 and rated as outstanding overall with the safe domain rated good.

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 and good for all population groups.

- 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 organised and delivered services to meet patients' needs. 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-centre care.
- Feedback from patients was consistently positive and was higher than local and national averages.
- Quality outcomes were consistently higher than the Clinical Commissioning Group and England averages.
- Services were tailored to meet the needs of individual patients. They were delivered in a flexible way that ensured choice and continuity of care, particularly for older people and people with long term conditions.
- The practice ran an admissions avoidance team employed by the practice to ensure that housebound patients and patients unable to attend the surgery could be appropriately assessed and have support in the community. The team used both the clinical system and 'priority boards' in their office to keep up to date with changes in the care provided to patients on different registers. This led to a reduction in accident and emergency admissions and inappropriate hospital referrals. Data showed that the practice was second lowest for A&E attendance and hospital admission in the CCG.

- There was a system for following up patients who failed to attend for administration of long-term medication. There was use of a Patient Passport tool, an encrypted smartcard that allowed healthcare information to be seen by authorised personnel. The Patient Passport alerted staff if there were any outstanding tests due or additional clinical input required. The Patient Passports were directly linked with local hospital data and allowed the extended healthcare team to access the patient's key medical information outside of the practice.

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

- The practice did not have effective systems and processes to keep patients safe.
- The practice did not have appropriate systems in place for the safe management of medicines.
- The practice did not have effective infection prevention and control systems and processes in place.

The areas where the provider must make improvements are:

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

The areas where the provider should make improvements are:

- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Continue to review antibiotic prescribing to ensure it is appropriate.
- Provide guidance for non-clinical staff for identifying deteriorating or acutely unwell patient's suffering from potential illnesses such as sepsis.
- Risk assess the remote collection points service for medicines dispensed by the practice.
- Review the implementation of standard operating procedures in the dispensary.
- Implement the schedule for staff appraisals.

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 and a second CQC inspector.

Background to Litcham Health Centre

- The name of the registered provider is Litcham Health Centre.
- The address of the location is Manor Drive, Litcham, Kings Lynn, Norfolk, PE32 2NW.
- The practice is registered to provide diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.
- Litcham Health Centre provides services to approximately 3,500 patients in an area of Norfolk.
- The practice has two GP partners (one female and one male) and two salaried GPs. The practice also employs three practice nurses, two healthcare assistants, three community healthcare assistants, four dispensers, and a team of receptionists and administration staff who support the practice manager, deputy practice manager and reception manager.
- The practice holds a General Medical Services contract with NHS England. The practice is able to offer dispensing services to those patients on the practice list who live more than one mile (1.6km) from their nearest pharmacy. We visited the dispensary as part of this inspection.
- The practice is open between 8am and 6.30pm Monday and Friday and 7.30am to 6.30pm Tuesday and Thursday and 7.30am to 5.30pm on a Wednesday. Urgent appointments are available on the same day for people that need them. Online appointments are available to book in advance.
- When the practice is closed patients are automatically diverted to the GP out of hours service provided by IC24. Patients can also access advice via the NHS 111 service.
- We reviewed the most recent data available to us from Public Health England which showed the practice has a broadly similar practice demography to the Clinical Commissioning Group (CCG) and national average. The overall deprivation decile is six, where one indicates areas with the most deprivation and ten indicates the least areas of deprivation. Life expectancy for patients at the practice is 79 years for males and 83 years for females.

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 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>Care and treatment must be provided in a safe way for service users</p> <p>The provider had not ensured the proper and safe management of medicines;</p> <ul style="list-style-type: none">• The provider did not have effective processes to ensure that out of date medicines and consumables were removed. <p>Additionally;</p> <ul style="list-style-type: none">• The provider did not have effective infection prevention and control systems and processes in place. <p>This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014</p>