

Long Catlis Road Surgery

Inspection report

Parkwood Health Centre
Rainham
Gillingham
ME8 9PR
Tel: 01634233491
www.longcatlisroadsurgery.nhs.uk

Date of inspection visit: 25 May 2023
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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 to people's needs?

Good



Are services well-led?

Good



Overall summary

We carried out an announced comprehensive inspection at Long Catlis Road Surgery on 25 May 2023. Overall, the practice is rated as Requires Improvement.

The ratings for each key question are as follows:

Safe – Requires Improvement

Effective – Requires Improvement

Caring – Good

Responsive - Good

Well-led – Good

Why we carried out this inspection

This inspection was a comprehensive inspection to provide the practice with their first rating since a change in their CQC registration in December 2021.

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

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice’s patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

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 have rated this practice as Requires Improvement overall

We rated the practice as **Requires Improvement** for providing safe and effective services because:

Overall summary

- The practice's systems, practices and processes kept people safe and safeguarded from abuse.
- Improvements were required to ensure an effective and standardised approach was applied to the safe care and treatment of patients prescribed high-risk medicines and those with long-term conditions.
- Recruitment checks were carried out in accordance with regulations and practice policy.
- Risks to patients, staff and visitors were being routinely assessed, monitored and managed effectively.
- Systems and processes for managing and responding to significant events were effective.
- The provider carried out quality improvement activity.

We rated the practice as **Good** for providing caring, responsive and well-led services because:

- Staff worked together and with other organisations to deliver effective care and treatment.
- Staff helped patients to be involved in decisions about care and treatment.
- Leaders had taken action to ensure the quality, safety and performance of the service.
- The practice had processes for managing issues, risks and performance.
- Leaders were aware of all required improvements to ensure the quality, safety and performance of the service.
- The practice's processes for managing risks, issues and performance were effective.
- There were clear systems to support good governance.

We found breaches of regulations. The provider **must**:

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

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

- Continue to monitor performance relating to cervical screening and promote uptake.
- Continue to monitor National GP survey responses in relation to patient satisfaction.

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

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector, who spoke with staff using video conferencing facilities and undertook a site visit. 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, as well as a practice manager specialist advisor who supported the site visit.

Background to Long Catlis Road Surgery

Long Catlis Road Surgery is located at Parkwood Health Centre, Rainham, Gillingham, ME8 9PR.

The provider is registered with CQC to deliver the Regulated Activities: Diagnostic and screening procedures, Family planning, Maternity and midwifery services, Treatment of disease, disorder or injury and Surgical procedures.

The practice is situated within the Kent and Medway Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of about 11,280. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices, Medway Rainham Primary Care Network (PCN).

Information published by UK Health Security Agency shows that deprivation within the practice population group is in the ninth lowest decile (9 out of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 94.7% White, 0.8% Black, 3% Asian, 1.1% Mixed and 0.4% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more female patients registered at the practice compared to males.

The practice is led by 2 GPs and a clinical pharmacist, who are all partners. The partners are supported by a long-term locum GP, 3 advanced nurse practitioners (one of whom is a long-term locum), a nurse, a healthcare assistant, a clinical pharmacist, a business manager and a team of reception/administration staff.

Long Catlis Road Surgery is open between 8.30am and 6.30pm Monday to Friday.

The practice offers a range of appointment types including book on the day, telephone consultations, video consultations and advance appointments.

Extended access is provided locally by Medway Rainham PCN, where late evening and weekend appointments are available. Out of hours services are arranged by NHS111 and provided by Medway on call care (MEDDOC).

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
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>How the regulation was not being met:</p> <p>The provider had failed to provide care and treatment in a safe way for service users. In particular:</p> <ul style="list-style-type: none">• Ensuring an effective and standardised approach was applied to the safe care and treatment of patients prescribed high-risk medicines and those with long-term conditions. In particular, but not limited to:• 5 patients prescribed ACEI/ARB were overdue an annual blood test.• 5 patients with diabetes had not been added to the diabetes register.• 5 patients with hypothyroidism had not had a medicine review within the last 12 months.• 1 patient with CKD stages 4 or 5 had not had blood test monitoring in the last 9 months.• The practice did not always act on existing Medicines and Healthcare products Regulatory Agency (MHRA) alerts.• The practice did not hold all the recommended medicines in line with current guidance, and there were no risk assessments in place to show why these were not held. <p>The provider had failed to ensure that the equipment used for providing care or treatment was safe for use. In particular:</p> <ul style="list-style-type: none">• Portable appliance testing (PAT) had not been carried out within the last 12 months. <p>The provider had failed to appropriately assess the risk of, and prevent, detect and control the spread of, infections. In particular:</p>

This section is primarily information for the provider

Requirement notices

- The practices most recent infection prevention and control (IPC) audit was not carried out in line with current guidance on infection control processes and procedures.