

# Cleveland Surgery

## Inspection report


Vanessa Drive  
Gainsborough  
Lincolnshire  
DN21 2UQ  
Tel: 01427 613158  
[www.clevelandsurgery.nhs.uk](http://www.clevelandsurgery.nhs.uk)

Date of inspection visit: 23 May 2019  
Date of publication: 26/07/2019

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

Inadequate 

Are services safe?

Inadequate 

Are services effective?

Inadequate 

Are services caring?

Requires improvement 

Are services responsive?

Inadequate 

Are services well-led?

Inadequate 

# Overall summary

We carried out an announced comprehensive inspection at Cleveland Surgery on 23 May 2019.

We had previously inspected this service on;

3 September 2015. We rated it as requires improvement in safe, responsive and well led and good in caring and effective. It was rated as requires improvement overall.

29 July 2016. We rated it as good in safe in safe, responsive and well led.

30 January 2018. We rated it as inadequate in effective, responsive and well led and requires improvement in safe and caring. It was rated as inadequate overall and placed in Special Measures.

1 November 2018. We rated it as good in safe and requires improvement in effective, caring, responsive and well led. The practice was taken out of Special Measures.

We undertook the inspection of this service on 23 May 2019 following concerns that had been raised with us by the Clinical Commissioning Group and NHS England.

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 inadequate overall.

We rated the practice as **inadequate** for providing safe services because:

- The practice did not have clear systems and processes to keep patients safe.
- The practice did not have appropriate systems in place for the safe management of high risk medicines.
- There were many new patient notes that had not been summarised and there were no plans to address the backlog.
- Outgoing mail had not been sent for a full week, resulting in a significant quantity of unsent mail.

We rated the practice as **inadequate** for providing effective services because:

- Clinical records were shown to be inaccurate.

- There was limited monitoring of the outcomes of care and treatment.
- Some performance data was significantly below local and national averages.
- Immunisation rates for children were below the 90% minimum.

We rated the practice as **inadequate** for providing responsive services because;

- We rated all the population groups as inadequate as the overarching issues affected all patients at the practice.
- Patients reported that they found it difficult to access the service by telephone and were dissatisfied with their experience.
- The practice did not have in place an effective complaints process.

We rated the practice as **inadequate** for providing well-led services because:

- Leaders could not show that they had the capacity and skills to deliver high quality, sustainable care.
- While the practice had a vision, that vision was not supported by a credible strategy.
- The practice culture did not support high quality sustainable care.
- The clinical and administrative governance arrangements were ineffective.
- The practice did not have clear and effective processes for managing risks, issues and performance.
- The practice did not act on appropriate and accurate information as the clinical records were shown to be inaccurate.
- We saw little evidence of systems and processes for learning, continuous improvement and innovation.
- The provider had not taken the necessary steps to ensure their CQC registration was a true reflection of the practice partnership.

These areas affected all population groups so we rated all population groups as **inadequate**.

We rated the practice as **requires improvement** for caring because:

- We could not be assured that patients with long term conditions have been provided with the essential services to meet their needs

As a result of the inspection team's findings from the

# Overall summary

comprehensive inspection, as to non-compliance, but more seriously, the risk to service users' life, health and wellbeing, the Commission decided to issue an urgent notice of decision to impose conditions on the provider's registration. The notice was served on the provider on 29 May 2019 and took immediate effect.

I am placing this service in special measures. Services placed in special measures will be inspected again within six months. If insufficient improvements have been made such that there remains a rating of inadequate for any population group, key question or overall, we will take action in line with our enforcement procedures to begin the process of preventing the provider from operating the service. This will lead to cancelling their registration or to varying the terms of their registration within six months if they do not improve.

The service will be kept under review and if needed could be escalated to urgent enforcement action. Where necessary, another inspection will be conducted within a further six months, and if there is not enough improvement we will move to close the service by adopting our proposal to remove this location or cancel the provider's registration.

Special measures will give people who use the service the reassurance that the care they get should improve.

**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

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

## Our inspection team

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

## Background to Cleveland Surgery

Cleveland Surgery provides primary medical services to a population of 12,930 patients in Gainsborough and the surrounding area. The practice provides services to patients residing in nine residential care and nursing homes in the surrounding area.

The practice has a higher distribution of patients between the ages of 40-54 years and an even distribution of male and female patients.

At the time of our inspection the practice has four male GP partners, a female salaried GP, one nurse practitioner, one diabetes specialist nurse, two practice nurses, one emergency care practitioner, and three health care assistants. They are supported by a pharmacy technician and a range of administrative and reception staff.

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

communities. The practice is located within the area covered by NHS Lincolnshire West Clinical Commissioning Group (LWCCG).

The practice has one location registered with the Care Quality Commission (CQC) which is Cleveland Surgery, Vanessa Drive, Gainsborough, Lincolnshire, DN21 2UQ. There are no branch surgeries and it is not a dispensing practice.

The provider is registered to provide the following Regulated Activities;

Diagnostic and screening procedures

Family planning

Surgical procedures

Treatment of disease, disorder or injury

The practice is open from 8am to 6.30pm Monday to Friday. GP clinics run between 8.45am and 11.45am and 3.15pm and 5.30pm Monday to Friday. Pre-bookable appointments and on the day 'urgent' appointments are available.

When the practice is closed out-of-hours services are provided by Lincolnshire Community Health Services NHS Trust that is accessed through NHS111.