

Holbeach Medical Centre

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.

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Holbeach Medical Centre on 16 January 2019. The overall rating for the practice was inadequate. Because of our findings we served the practice with Warning Notices for breaches of Regulations 12 and 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The full comprehensive report on the January 2019 inspection can be found by selecting the 'all reports' link for Holbeach Medical Centre on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 18 April 2019 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 16 January 2019. This report covers our findings in relation to those requirements.

.Our key findings were as follows:

- The practice had completed outstanding actions that had been identified in the fire risk assessment and health and safety assessment.
- All priority actions identified in the infection prevention and control audit had been completed.
- The electrical fixed wiring check had been completed.
- Staff training for the providers essential training was at 100% compliance.
- Information on how to complain about the service was clearly displayed.

- The summarising of new patient notes had been outsourced and all were due to be uploaded onto the practice clinical system in early June. A revised protocol was in place for dealing with new patient notes and additional resources allocated to the task.
- The practice had implemented an effective system for dealing with drug and medical devices alerts.
- However, we found that the practice was not receiving drug safety updates, as no member of staff had signed up to receive the updates. This meant that there was no routine monitoring of patients in respect of the updates which posed a risk to patient safety.
- The system of reviewing patient medicines and re-authorising repeat prescriptions was not effective and patients in receipt of high-risk medicines and medicines that require close monitoring had not been prioritised.

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.

Details of our findings are set out in the evidence table.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Our inspection team

Our inspection team consisted of a CQC inspector and a GP specialist advisor.

Background to Holbeach Medical Centre

Holbeach Medical Centre provides primary medical services to 8,179 patients under a General Medical Services contract with Lincolnshire East Clinical Commissioning Group.

The provider is partnership, Drs Rayner and Mani which is registered to provide the regulated activities of:

Diagnostic and screening services, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury, from a single location at Holbeach Medical Centre, Park Road, Holbeach PE12 7EE.

It is a dispensing practice and can dispense to approximately 2,487 eligible patients who live more than 1.6 km from a pharmacy.

The patient demographics reflect those nationally and locally. Life expectancy is higher than both national and local averages for both males and females.

The practice lies in the sixth decile of deprivation, where one is the highest levels of deprivation and ten the lowest.

98.2% of the patient list are described as white.

The area has high numbers of migrant workers, predominantly from eastern Europe, who are employed in agriculture, horticulture and food production and logistics.

There are three GP Partners and one salaried GP. There are four non-prescribing practice nurses and two healthcare support workers. They are supported by a team of dispensers, receptionists and administration staff.

The practice was open from 8am to 6.30 pm Monday to Friday. Extended hours appointments were available at the extended hours hub in Boston.

Out-of-hours GP services are provided by Lincolnshire Community Health Services NHS Trust who are contacted via NHS111.