

Dr Summers & Zaman

Inspection report

Coatham Health Village
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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?

Requires improvement



Are services well-led?

Good



Overall summary

We carried out an announced comprehensive follow-up inspection at Drs Summers & Zaman (known as The Coatham Surgery) on 24 February 2020 as part of our inspection programme. We undertook an inspection of this service as a six-months' comprehensive follow-up to our June 2019 findings.

At our June 2019 inspection (report published August 2019) we identified two breaches of regulations, rated the location as inadequate overall and placed the service into special measures (special measures give people who use the service the reassurance that the care they get should improve). We made this judgement in June 2019 because arrangements in respect of; incident reporting processes, infection prevention and control, systems of assurance and overarching governance needed to be improved. The full comprehensive report on the June 2019 inspection can be found by selecting the 'all reports' link for Drs Summers & Zaman on our website at www.cqc.org.uk.

At this February 2020 comprehensive inspection we followed up on the breaches of regulations identified at the previous inspection on 26 June 2019 to check whether the provider had taken steps to comply with the legal requirements for these breaches; *Regulation 12 Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Safe care and Treatment* and *Regulation 17: Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Good Governance*.

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 now rated this practice as requires improvement overall.

We previously rated the practice as inadequate for providing safe services. We have seen improvements and have now rated the practice as **requires improvement** for providing **safe** services because:

- The practice had improved its systems and processes to keep patients safe.

- Receptionists had been given guidance on identifying deteriorating or acutely unwell patients. They were aware of actions to take in respect of such patients.
- The practice had begun to develop appropriate systems for the safe management of medicines.
- The practice had begun to learn and make improvements when things went wrong.

We previously rated the practice as **requires improvement** for providing effective and responsive services. We have still rated the practice as **requires improvement** for providing **effective** and **responsive** services because:

- There was limited monitoring of the outcomes of care and treatment.
- Some performance data was still below local and national averages but was beginning to improve.
- However, The practice was able to demonstrate that staff had the skills, knowledge and experience to carry out their roles.
- The way the practice organised and delivered services did not always meet patients' needs. Patients could not always access care and treatment in a timely way.

We have rated some of the population groups as good and some as **requires improvement**, in the **effective** domain.

We have rated all of the population groups as requires improvement in the **responsive** domain.

We have seen improvements in caring and well led services. We have now rated the practice as **good** for providing **caring** and **well led** services because:

- 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 monitoring and recording of emergency equipment and emergency medicines had significantly improved.
- Leaders were beginning to show that they had the capacity and skills to deliver high quality, sustainable care.
- The practice had a clear vision, which was beginning to be supported by a credible strategy.
- The practice culture had improved and was beginning to support high-quality sustainable care.
- The overall governance arrangements were effective.

Overall summary

- The practice had put into place effective processes for managing risks, issues and performance.

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

- Undertake an audit of clinical correspondence coming in from secondary care to ensure that clinicians have appropriate oversight of clinical communications.
- Review and improve the seven-day target for actioning urgent test results.

I am taking this service out of special measures. This recognises the significant improvements made to the quality of care provided by this service.

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

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

Our inspection team

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

Background to Dr Summers & Zaman

Dr Summers & Zaman, known as The Coatham Surgery, is situated in the town centre of Redcar, Teesside, TS10 1SR, and provides services under a General Medical Services (GMS) contract with South Tees Clinical Commissioning Group (CCG) and NHS England, to the practice population of around 6800, covering patients of all ages.

The proportion of the practice population in the 65 years and over age group is higher than the England average. The practice scored four on the deprivation measurement scale which goes from one to ten, one being the lowest decile. People living in more deprived areas tend to have greater need for health services. The overall practice deprivation score is higher than the England average.

The practice has two GP partners and two salaried GPs (two are male and two are female). The practice has gone through a period of considerable staffing changes in the past five years but has begun to successfully recruit GPs and nurses in recent months. There is a practice manager and three practice nurses as well as a nurse practitioner. A health care assistant has recently been appointed. The practice has an office manager and a team of secretarial, administration and reception staff.

At the present time the practice does not have a CQC registered manager in post. The practice has been without a registered manager for more than 120 days and we have asked the provider to expedite this application process and to resolve its current registration issues.

When the practice is closed patients use the NHS 111 service to contact the OOHs provider. The Out of Hours service is provided by a federation of GP practices (ELM Alliance Limited) and is known locally as the Star Service. Information for patients requiring urgent medical attention out of hours is available in the waiting area, and on the practice website.

The practice is open between 8am to 6pm Monday to Friday. Appointments are from 8am to 5.30pm daily. The practice provides its own extended hours appointments with a nurse until 8pm on Mondays and provides blood tests and GP telephone appointments from 7am on Fridays. Extended hours appointments are also available through the Star Service.

The provider is registered for; diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury, and surgical procedures as its regulated activities.