

Lakeside Healthcare at Yaxley

Inspection report

Landsdowne Road
Yaxley
Peterborough
Cambridgeshire
PE7 3JL
Tel: 01733 240478

Date of inspection visit: 20 November 2019
Date of publication: 31/12/2019

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

Lakeside Healthcare at Yaxley were previously inspected on 22 November 2016 under the name of Dr R Withers and Partners, Yaxley Group Practice. The practice was rated as Good overall.

The practice merged with the Lakeside Healthcare Partnership in 2018.

We carried out an announced comprehensive inspection at Lakeside Healthcare at Yaxley on 20 November 2019.

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.

- Safeguarding systems, processes and practices were developed, implemented and communicated to staff.
- Patients were at risk of harm because some systems and processes in place were not effective to keep them safe.
- Risks to patients were assessed but the systems and processes to address these risks were not implemented well enough to ensure patients were kept safe. For example, fire, legionella, electrical installation, summarisation of patients notes.
- The system for processing information relating to new patients including the summarising of new patient notes was not effective
- Feedback from people who use the service and stakeholders was positive. Out of 32 comments cards completed by patients registered at the practice, 30 patients expressed high levels of satisfaction about all aspects of the care and treatment they received. The

feedback from comments cards we reviewed said patients felt they received exceptional care from staff who were professional and caring and who gave genuine care and attention.

We rated the practice as Requires Improvement for providing a Safe service because we found:-

- Risks to patients were assessed but the systems and processes to address these risks were not implemented well enough to ensure patients were kept safe. For example, fire and legionella.
- The system the practice had in place for the summarisation of patient's notes was not effective.

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

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

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

- Review the appraisal process to enable all staff to receive a yearly appraisal.
- Continue to monitor exception reporting to ensure current system is effective.
- Review the business continuity plan so that the identified risks are mitigated.
- Review meeting minutes to include all areas of practice governance and allow opportunities for learning.

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	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 inspector and included a GP specialist advisor and a practice manager specialist advisor.

Background to Lakeside Healthcare at Yaxley

Lakeside Healthcare at Yaxley are part of the Lakeside Healthcare Group which serves the healthcare needs of over 180,000 patients across the counties of Cambridgeshire, Lincolnshire, Northamptonshire and Rutland.

Lakeside Healthcare at Yaxley serves patients in Yaxley and surrounding villages to the North-West of Cambridgeshire and the services are commissioned by the Cambridgeshire and Peterborough Clinical Commissioning Group (CCG0. The practice is also part of the South Peterborough Primary Care Network (PCN). The practice currently provide services to 16,500 patients.

Lakeside Healthcare at Yaxley is registered with CQC to deliver the following Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

There are nine GP partners, two GP Registrars, two nurse practitioners, two emergency care practitioners, five practice nurses and five health care assistants. One Prescribing Pharmacist and one pharmacy technician. One practice manager, one clinical administration team manager, 1 reception supervisor, in finance and facilities administrator, 2 personal assistants and 13 administration staff.

The practice have a strong commitment to teaching and regularly have medical students and GP registrars attached to the practice.

Patient demographics reflect the national average and information published by Public Health England, rates the level of deprivation within the practice population group as nine, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice had 17% of patients registered at the practice who were aged 65 years and older which was more than the national average and 23% aged 18 years and under.

The building has 2 storeys, with all clinical rooms on the ground floor and administrative areas and large meeting room upstairs.

There is a commercially owned pharmacy at the front entrance to the surgery and the waiting area for the pharmacy is shared with the practice main reception. There are two self-check in screens for our patients in the main reception area.

All clinical areas are wheelchair accessible and there are disabled toilets and baby changing facilities. The practice also have a quiet room for patients who may be distressed or for mothers to breast feed. There is a car

park for staff and patients at the back of the building with two disabled parking bays, there is a disabled ramp for access from the front, two disabled toilets and a hearing loop located in the health education room.

The practice use the Dr First appointment system to improve access for their patients. Dr First gives patients unlimited access to doctors for telephone consulting on the day the patient contacts the practice. Depending on clinical need, a face to face assessment with the most appropriate clinician or a home visit will be arranged. Appointment lengths can be varied so that patients with more complex needs can be given longer appointments. This flexible service allows the practice to be responsive to urgent clinical needs such as minor injuries and urgent home visits.

Lakeside Healthcare at Yaxley offer a limited number of appointments during extended surgery hours on Tuesday and Saturday mornings.

Patients registered at Lakeside Healthcare at Yaxley had access to a GP hub which provided GP and practice

nurses who offered a range of services in the evening and at the weekend, for example, GP and Nurse Prescriber consultations, Practice Nurse appointments offering cervical smears, wound care, blood tests, Healthy Lifestyle Coaches offering advice on diet, exercise, smoking.

The GP Hub is based at:-

Boroughbury Medical Centre
Craig Street
Peterborough. PE1 2EJ

Appointments are available to registered patients between 18:30 and 20:30 Monday to Friday, 9:00 till 17:00 Saturdays, and 9:00 till 12:30 on Sundays and Bank Holidays.

The local NHS trust provides health visiting and community nursing services to patients at this practice.

Out-of-hours GP services are accessed by calling the NHS 111 service.

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	Regulation 17 HSCA (RA) Regulations 2014 Good governance The provider had failed to ensure that systems and processes were established and operated effectively. In particular:- Risks were mitigated but not all the actions had been completed. The system the practice had in place for the summarisation of patient's notes was not effective. Regulation 17, (1), of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014