

Church Lane Surgery

Inspection report

Church Lane
Braintree
Essex
CM7 5SN
Tel: 01376 552474

Date of inspection visit: 26/03/2019
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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?

Good



Are services effective?

Requires improvement



Are services caring?

Requires improvement



Are services responsive?

Inadequate



Are services well-led?

Requires improvement



Overall summary

We carried out an announced comprehensive inspection at Church Lane Surgery on 26 March 2019 as part of our inspection programme.

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 previously carried out an announced comprehensive inspection at Church Lane Surgery on 8th August 2018 and the overall rating for the service was inadequate. We found that the practice was inadequate for providing safe, effective, caring, responsive and well led services. As a result, we issued a requirement notice for regulation 12, safe care and treatment and a warning notice for regulation 17, good governance, to ensure the practice made appropriate improvements.

The service was placed in special measures in October 2018. A further focused inspection was undertaken in December 2018, where we followed up concerns from the warning notice we had issued.

That re-inspection was not given a rating, but we were satisfied that risks had been sufficiently reduced at that time. This inspection was an announced comprehensive inspection carried out on 26th March 2019 to confirm that the service had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspections.

We have rated this practice as requires improvement overall and inadequate for all population groups.

We rated this practice as **requires improvement** for providing effective services because two population groups are rated as requires improvement because:

- The clinical outcome indicators for 2017/2018 for people with long term conditions and those experiencing poor mental health was below local and national averages. Although the unverified data from 2018/2019 showed an upward trend for those experiencing poor mental health these figures were still below the national averages.

We rated this practice as **requires improvement** for providing caring services because:

- Patient satisfaction in relation to the health professionals seen at appointments was below local and national averages.

We rated this practice as **inadequate** for providing responsive services because:

- Patient satisfaction regarding making and accessing appointments was below local and national averages. Although we had acknowledged that the practice had carried out its own patient survey relating to access of appointments and had introduced improvements these still needed to be fully reviewed for their effectiveness.

These areas affected all population groups, so we rated all population groups as **inadequate** for providing responsive services.

We rated this practice as **requires improvement** for providing well-led services because:

Although the practice had strengthened its governance structures, which were regularly reviewed, not all improvements had been actioned from the last inspection and although the service had a plan for recruitment activities this had not produced significant improvements on the day of the inspection and therefore we were not assured that improvements could be sustained over time.

We rated this practice as **good** for providing safe services because:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

We rated the population groups older people, families, children and young people, working age people and people who were vulnerable in the effective domain as good because we were satisfied that effective services were being provided.

The areas where the practice **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 practice **should** make improvements are

- Continue to review historic safety alerts based on risk.
- Continue to review and strengthen governance structures and recruitment issues.

Overall summary

This service was placed in special measures in October 2018. We acknowledge the improvements made since the last inspection. However, insufficient improvements have been made such that there remains a rating of inadequate in the responsive domain. The service will be kept under review and another inspection will be conducted within six months and if there is not enough improvement, we will review the position and consider whether there is a need to take further action.

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

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser, a specialist nurse advisor and a second inspector.

Background to Church Lane Surgery

The provider of this service is Virgin Care Services Limited. Church Lane Surgery is a GP practice located in Braintree and is part of the Mid-Essex Clinical Commissioning Group. Services are provided from Braintree College, Church Lane, Braintree, CM7 5SN. The provider is registered to provide the following regulated activities: Family planning, Treatment of disease, disorder and injury, Maternity & midwifery services, and Diagnostic & screening procedures.

Church Lane Surgery has approximately 12000 patients registered with this practice.

The provider employs one clinical lead GP, one salaried GP plus a number of regular locum GP's. There is also a senior practice nurse, two advanced nurse practitioners and a healthcare assistant who works at the practice.

Clinicians were supported by a service manager and a team of reception and administrative staff. There is also additional support from a regional clinical lead and a national pharmacist.

The practice population is predominantly White British with an age distribution of male and female patients predominantly in the working age population group. The patients come from a range of income categories with an average for the practice being in the seventh most deprived category. One being the most deprived and ten being the least deprived. The practice has a slightly higher than average number of patients over the age of 65 years and about 9% of patients are over the age of 75 years which is slightly higher than local and national. Around 20% were under the age of 18 which is in line with local and national averages. Out of hours services can be accessed by calling NHS 111.

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 Treatment of disease, disorder or injury | <p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>How the regulation was not being met:</p> <ul style="list-style-type: none">• The most recent National GP Survey data showed that patient satisfaction in relation to access to services were below local and national averages and although we acknowledged that an action plan had been implemented this still needed to be reviewed for its effectiveness.• The QOF data for patients with long-term conditions and for patients suffering with poor mental health was below local and national averages and this had been a trend over time. Although we acknowledged that an action plan had been implemented this still needed to be reviewed for its effectiveness and further improvement was required. <p>This was in breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p> |