

# Balderton Primary Care Centre

## Inspection report

Lowfield Lane  
Balderton  
Newark  
NG24 3HJ  
Tel: 01636705826  
[www.operosehealth.co.uk](http://www.operosehealth.co.uk)

Date of inspection visit: 25, 26 and 29 March 2021  
Date of publication: 10/05/2021

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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services well-led?

Inspected but not rated



# Overall summary

We carried out an unannounced focused inspection of Balderton Primary Care Centre from 25 to 29 March 2021 after receiving concerns about the practice.

This inspection focused on aspects related to the impact of staffing levels on workloads covered under the following key questions:

Safe

Well-led

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.

This report was created as part of a pilot which looked at new and innovative ways of fulfilling CQC's regulatory obligations and responding to risk in light of the Covid-19 pandemic. This was conducted with the consent of the provider. Unless the report says otherwise, we obtained the information in it without visiting the Provider.

## **We have not rated this practice.**

The practice had not been rated since the new provider was registered in December 2020.

You can read the report from our last comprehensive inspection of Balderton Primary Care Centre with the previous provider by selecting the 'all reports' link for Balderton Primary Care Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

We found that:

- Most staff did not feel valued or supported by the provider.
- Staff were concerned about the reception and administration staffing levels at the practice especially staffing levels for the reception area.
- Reception and administration staffing levels were low and had been affected by staff sickness at the time of the inspection.
- The provider had recruited two administrative staff and planned to recruit additional clinical staff.
- There were no significant backlogs in the processing of correspondence, referrals, recalls and the registering of new patients at the time of inspection.
- There was a significant backlog in the summarising of records. The provider sent us an action plan on how they would address the backlog which included the recruitment of a medical summariser.

The area where the provider **must** make improvements is:

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

The area where the provider **should** make improvements is:

# Overall summary

- Continue to monitor staffing levels at the practice and ensure sufficient support is made available to reception and administrative staff to manage workloads at the practice.

**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>Not inspected</b>	
<b>People with long-term conditions</b>	<b>Not inspected</b>	
<b>Families, children and young people</b>	<b>Not inspected</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Not inspected</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Not inspected</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Not inspected</b>	

## Our inspection team

Our inspection team comprised of a CQC lead inspector and a GP Specialist Advisor.

## Background to Balderton Primary Care Centre

Balderton Primary Care Centre is located at Lowfield Lane, Balderton, Newark, Nottinghamshire, NG24 3HJ.

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

Four regular locum GPs and other locum GPs, a practice nurse and other locum nurses, a nursing assistant, an advanced clinical practitioner, clinical pharmacist and a health care assistant work at the practice. The clinicians are supported by a practice manager, assistant practice manager and reception and administrative staff.

Balderton Primary Care Centre is situated within the NHS Nottingham and Nottinghamshire Clinical Commissioning Group (CCG) and provides services to approximately 6,100 patients. Information published by Public Health England, rates the level of deprivation within the practice population group as 4945 out of maximum of 6900, indicating they are in a less deprived area.

Balderton Primary Care Centre is open from 8am to 6.30pm Monday to Friday. The practice has opted out of providing out-of-hours services to its own patients. This service is provided by Nottinghamshire Emergency Medical Services.

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 were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>The provider had failed to ensure that systems and processes established and operated effectively to ensure compliance with requirements to demonstrate good governance. In particular:</p> <ul style="list-style-type: none"><li>• Low staffing levels had led to a significant backlog in the summarising of records at the time of the inspection.</li></ul> <p>Regulation 17(2)(c)</p>
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	