

Swineshead Medical Group

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.

Ratings

Overall rating for this location

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We had previously carried out an announced comprehensive inspection at Swineshead Medical Group on 12 February 2019. At that inspection we rated the practice as inadequate in safe, requires improvement in effective and well led and good in caring and responsive. The practice was rated as requires improvement overall. The overall rating for the practice was requires improvement. The full comprehensive report on that inspection can be found by selecting the 'all reports' link for Swineshead Medical Group on our website at www.cqc.org.uk.

At that inspection we identified breaches of Regulation 12 (Safe care and treatment) and 17 (Good Governance) of the Health and Social Care Act and issued the practice with a Warning Notice. A follow up inspection was carried out on 25 April 2019 that confirmed that practice was now meeting the legal requirements in relation to the breaches of the regulations.

This inspection was an announced comprehensive inspection, carried out on 25 July 2019.

Our key findings from this inspection were;

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- 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 way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- There was strong emphasis on audit as means of assessing, measuring and improving outcomes for patients.

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 consisted of an additional inspector, a GP specialist advisor and a practice manager specialist advisor.

Background to Swineshead Medical Group

Swineshead Medical Group provides primary medical services to 8,400 patients in a rural area of Lincolnshire. The catchment area is 13 miles by 27 miles and covers some isolated rural communities. Public transport links in the area are generally poor.

The service is an accredited training practice for GP registrars (fully qualified doctors who wish to become general practitioners) and Foundation year two doctors.

Care and treatment is provided by three GP partners, three salaried GPs, two Foundation year two doctors, an advanced nurse practitioner, three practice nurses, a care co-ordinator and three healthcare support workers. They are supported by a team of dispensers, receptionists and administrative staff.

There are three GP Registrars attached to the practice.

The practices' services are commissioned by NHS Lincolnshire East Clinical Commissioning Group (CCG) under a General Medical Services contract.

The practice has a higher percentage of patients aged 65 and over than both the CCG and national average. Life expectancy for both males and females is similar CCG and national averages. 98.7% of patients are described as white.

The practice lies in decile six on a scale of one to ten where ten represents the least deprived areas.

The practice is housed in a purpose-built surgery. The building provides good access on the ground floor level to all clinical areas with automatic doors at the entrance, hand rails, accessible toilets and ample car parking facilities.

The practice was able to offer dispensing services to those patients on the practice list who lived more than one mile (1.6km) from their nearest pharmacy. This equated to 33% of their practice population.

Swineshead Medical Group has opted out of providing out-of-hours services (OOH) to their own patients. This service is provided by Lincolnshire Community Health Services NHS Trust which is accessed by NHS 111.