

# Marisco Medical Practice

## Inspection report

Stanley Avenue  
Mablethorpe  
LN12 1DP  
Tel:

Date of inspection visit: 24 November 2021  
Date of publication: 19/01/2022

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?

Good



Are services responsive to people's needs?

Requires Improvement



Are services well-led?

Requires Improvement



# Overall summary

We carried out an announced inspection of Marisco Medical Practice on 23 and 24 November 2021. Overall, the practice is rated as Requires improvement.

Safe - Good

Effective – Requires improvement

Caring - Good

Responsive – Requires improvement

Well-led – Requires improvement

## **Why we carried out this inspection**

This inspection was a comprehensive inspection. The location had not been previously inspected.

## **How we carried out the inspection**

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

## **Our findings**

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 Requires improvement overall**

We found that:

# Overall summary

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients did not always receive 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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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.
- Staff told us it was good place to work.

We found an area of outstanding practice:

- There was a very active patient participation group whose members gave their time every day , attending the practice between 9am and 12 noon to assist patients, carers and the practice in meeting patient need. This included distributing health care leaflets, signposting to support groups and providing a hearing aid servicing and battery replacement service. They provided for light refreshments at nominal cost, and made themselves available for interaction and a chat for people living in isolation and loneliness.

Whilst we found no breaches of regulations, the provider **should**:

- Continue to regularly review historic patient safety alerts to check that guidance is complied with.
- Continue to run regular searches to identify and take action concerning patients with a potential missed diagnosis and those with long term conditions that may be overdue for monitoring.
- Continue their work to improve uptake of childhood immunisations and cervical screening.
- Continue their work to improve patient satisfaction in the areas identified in the GP Patient Survey.
- Improve the complaints and significant events investigation process.
- Strengthen the process for recalling patients for monitoring blood tests.

**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

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Marisco Medical Practice

### **Marisco Medical Practice is located in Mablethorpe at;**

Stanley Avenue

Mablethorpe

Lincolnshire

LN12 1DP

### **The practice has a branch surgery at:**

The Broadway

Sutton-on-Sea

Lincolnshire

LN12 2JN

The provider is a partnership and is registered with CQC to deliver the Regulated Activities;

- diagnostic and screening procedures
- maternity and midwifery services
- family planning
- treatment of disease, disorder or injury
- surgical procedures.

These are delivered from both sites. We did not visit the branch as part of this inspection.

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is situated within the NHS Lincolnshire Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 14,600. This is part of a contract held with NHS England. The practice list is weighted to 22,739 which reflects the healthcare needs of its patient population. The reason for weighting for patient demographics is that certain types of patients place a higher demand on practices than others. The adjustment for deprivation acknowledges that deprived populations have higher health needs than less deprived populations with a similar demographic profile

The practice is part of a wider network of GP practices known as a Primary Care Network.

Information published by Public Health England shows that deprivation within the practice population group is in the first decile (one of 10). The lower the decile, the more deprived the practice population is relative to others.

The percentage of the practice's patients aged 65 and over is 40.9% (2020), much higher than the CCG average of 23.1% and England average of 17.5%.

Life expectancy for males (76.2) and for females (80.4) is below the England average of 79.5 for males and 83.1 for females.

The percentage of the practice's patients aged 18 and under is 12.6%, much lower than the CCG average of 18.8% and lower than the England average of 20.4%.

The practice's deprivation score in 2019 is 46.6, much higher than the CCG average (19.9) and the England average (21.7). The deprivation score has increased since 2010.

In 2020, 72.9% of the practice's population has a long-term health condition. This is much higher than the CCG average of 57% and England average of 52.4%.

The team of GPs provide cover at both practices. There is a GP partner, salaried GPs and sessional (locum) GPs. The practice has a team of nurses who provide nurse led clinics for long-term condition of use of both the main and the branch locations. The GPs are supported at the practice by a team of pharmacists, reception and administration staff.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, many GP appointments had been telephone consultations but now all patients were offered a face to face consultation.

Extended access is provided where late evening and weekend appointments are available. Out of hours services are provided by Lincolnshire Community Health Services NHS Trust.