

Sleaford Medical Group

Inspection report

47 Boston Road
Sleaford
Lincolnshire
NG34 7HD
Tel: 01529 303301
www.sleafordmedicalgroup.co.uk

Date of inspection visit: 08 Aug 2019 to 08 Aug 2019
Date of publication: 30/09/2019

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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Requires improvement



Are services caring?

Good



Are services responsive?

Requires improvement



Are services well-led?

Requires improvement



Overall summary

We carried out an unannounced comprehensive inspection at Sleaford Medical Group on 8 August 2019.

Sleaford Medical Group was previously inspected in July 2018 and rated overall good, with requires improvement in the well led domain.

Our judgement of the quality of care at this service is based 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 rated the practice as **requires improvement** for providing safe services because:

- The management and oversight of patients test results was limited and were not reviewed, monitored or actioned in a timely manner. This did not assure us that patients were safe from risk. The practice took immediate action to clear the backlog and contact patients appropriately if the need was required.
- There was no risk assessment for emergency medicines that were missing from the emergency medicines trolley. The practice took immediate action to implement a risk assessment and sent evidence to support this.

We rated the practice as **requires improvement** for providing effective services because:

- Patient care and treatment was not always routinely monitored
- We found that staff did not always work together to monitor and deliver effective care and treatment. There was a number of unprocessed clinical correspondence and it was not clear which letters had been processed which did not assure us that systems were effective and implemented

We rated the practice as **good** for providing caring services because:

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

We rated the practice as **requires improvement** for providing responsive services because:

- Patients were not always able to access care and treatment in a timely way. For example, patients told us they were unable to access urgent appointments when they needed them. Patients told us that appointments did not always run on time and they can wait up to one hour. This was confirmed by data received from the national GP patient survey which was significantly lower than local and national averages in places. The practice had taken some action to address these areas of lower performance however that the time of inspection there was no evidence that these actions had had an impact yet.

We rated the practice as **requires improvement** for providing a well led service because:

- Governance systems were not always being operated effectively. For example there was no buddy systems in place for clinical oversight during GP absence
- The practice did not have clear and effective processes for managing risks.

We rated all population groups as **requires improvement**.

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.

(Please see the specific details on action required at the end of this report).

In addition, the provider **should**:

- Continue to take action in response to improving patient appointment access.
- Ensure that prescription stationery is monitored safely and in line with current guidance.
- Ensure consultation room doors are closed during patient appointments to maintain confidentiality, privacy and dignity.
- Ensure risks assessments are undertaken when reviewing emergency medicines.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Overall summary

Chief Inspector of Primary Medical Services and Integrated
Care

Population group ratings

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

Our inspection team

Our inspection team was led by a CQC inspector and included two CQC inspectors, a CQC pharmacy specialist, a GP specialist advisor, a practice manager specialist advisor and a nurse specialist advisor.

Background to Sleaford Medical Group

Sleaford Medical Group provides primary medical services to approximately 17,447 patients. It covers Sleaford and surrounding villages. The practice offered a full range of primary medical services and was able to provide dispensing services to those patients on the practice list who lived more than one mile (1.6km) from their nearest pharmacy premises.

At the time of our inspection the practice had three partners, four salaried GP's, three locum GPs, one advanced paramedic one practice manager, one reception manager, one nurse supervisor, five minor illness nurses, five health care support workers, one treatment room assistant, one reception supervisor, eight medical receptionists, one dispensary manager, six dispensers, four dispensary assistants one administration manager, practitioner, 16 administration staff, one medical receptionist apprentice, one pharmacist, data quality staff and one handyman.

The practice has a General Medical Services Contract (GMS). The GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities.

The level of deprivation is eighth on the most deprived scale. The level of deprivation is 14% compared to a CCG average of 16% and national average of 24%. The level of

income deprivation affecting children is above CCG average and national average and below the averages for older people. The practice has 35% of patients registered at the practice aged 0yrs to 18, 30% aged 18yrs to 64, 22% aged 65 and over, 10% aged 75 and over and 3% aged over 85 years of age. Of these 98% are white British. (Source: Public Health England & 2011 Census)

We inspected the following location where regulated activities are provided at:

Sleaford Medical Group, Riverside Surgery, 47 Boston Road, Sleaford, Lincs. NG34 7HDs

Sleaford Medical Group is open from 8am to 8pm. Appointments are available from 8.10am to 7.40pm on weekdays.

Sleaford Medical Group also ran a minor injury unit (MIU) in addition to the GMS contract for the GP practice and was commissioned by the South West Lincolnshire CCG under a service level agreement. The MIU is open from 8am to 8pm weekdays and 8am to 6pm on the weekend. On the day appointments are available for any practice patients from any area. This was implemented to try and

reduce hospital Accident and Emergency admissions. The service is provided by practice nurses who have skills and experience in dealing with minor accidents or injuries which have occurred within 48 hours

Sleaford Medical Group also provides an urgent care service at weekends and bank holidays which opens from 6.30pm to 8pm weekdays and 8am to 6pm on the weekend. This was in addition to the GMS contract for the GP practice and was commissioned by the South West Lincolnshire CCG under a service level agreement. This service is also available from 6.30pm to 8pm Monday to Friday. On arrival, patients are assessed, and the injury treated by a trained nurse or doctor as appropriate. However, in some cases it may be necessary to refer patients on to further treatment at a hospital. This service is available to patients whether they are registered with a

GP and can provide care for those not living in Sleaford or the surrounding area. The unit can care for patients attending with both minor illnesses and injuries and is a walk-in service. The patients' own GP will receive a summary of the care received following the consultation, so their notes can be updated accordingly. Any patient who cannot be treated will be referred as appropriate.

The practice is located within the area covered by NHS South West Lincolnshire Clinical Commissioning Group (SWLCCG).

The practice had a website which we found had an easy layout for patients to use. It enabled patients to find out a wealth of information about the provided by the practice. Information on the website could be translated in many different languages by changing the language spoken.

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 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> <p>There were no systems or processes that enabled the registered person to assess, monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk.</p> <p>In particular:</p> <ul style="list-style-type: none">• there was limited clinical oversight of patient test results• there was no system in place to ensure that results were being monitored and actioned appropriately <p>Regulation 17(1)</p>