

Christmas Maltings, Clements & Keddington Surgery

Inspection report

Clements Surgery
Greenfields Way
Haverhill
Suffolk
CB9 8LU

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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

Christmas Maltings, Clements & Kedington Surgery was previously inspected on 27 January 2019. The practice was rated inadequate for providing effective and well-led services, requires improvement for providing safe and responsive services and was rated good for providing caring services. This gave the practice an overall rating of inadequate and the practice was placed into special measures. The practice was issued with a warning notice for Regulation 17, Good governance.

We carried out an announced comprehensive inspection on 21 August 2019 following six months in special measures.

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 rated the practice as **good** for providing safe services because:

- Improvements had been made in relation to information to deliver safe care and treatment. On the day of the inspection we saw evidence of appropriate safeguarding referrals.
- There was clear and embedded oversight of all safety alerts received in the practice. We saw a good audit trail for this process.
- The practice had streamlined their records for safety systems. They had reduced the number of different agencies attending the practice for calibration of equipment.
- the system used to monitor repeat medicines was consistent and recorded to allow easy monitoring.

We rated the practice as **requires improvement** for providing effective services. Three population groups, people with long term conditions, families, children and young people and working age adults (including those recently retired and students) were rated requires improvement. These ratings were given because:

- Although the 2018/2019 QOF data showed an improvement, some performance remained below the local and national averages. We saw a comprehensive long-term action plan the practice were using to continue and sustain these improvements.
- The practice was aware their cervical screening rate was lower than the national average. They had reviewed performance in relation to cancer screening and reviews and were in the process of inviting patients in for appointments.
- Three out of four of the child immunisations were below the World Health Organisation target of 95%. The practice proactively educated mums that attended the baby clinics and offered appointments opportunistically. However, at the time of our inspection the practice was unable to demonstrate improvement in the Public Health England data.

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

- The data from the national GP patient survey in relation to patient's overall experience of the GP practice had reduced further, since our previous inspection.

We rated the practice and all population groups as **inadequate** for providing responsive services because:

- Although the practice had made some changes to try to improve access there was no improvement in the national GP patient survey results published in July 2019 and in six out of nine indicators, patient satisfaction had reduced. The practice was not able to evidence patient satisfaction regarding access had improved. This applies to all patients and therefore all population groups.

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

- Some improvements had been made to ensure clinical leadership and oversight was embedded. The competence of clinical staff employed in advanced clinical practice was assessed and monitored. However, feedback from the national GP patient survey and performance in relation to some areas of the Quality and Outcomes Framework remained below CCG and national averages.

The areas where the provider **should** make improvements are:

Overall summary

- Continue to monitor and improve the uptake of childhood immunisations and cancer review and ensure data is submitted to Public Health England in a timely way.
- Continue to monitor and improve the uptake of cervical screening .
- Continue to embed and sustain the systems and process to ensure patients receive appropriate reviews in a timely manner.
- Continue to review, monitor and improve patient feedback to ensure patients receive timely access to care and treatment.
- Continue to review and reduce prescribing of antibiotics for uncomplicated urinary tract infections.

This practice will remain in special measures for a further six months. If insufficient improvements have been made such that there remains a rating of inadequate for any key question or overall, we will take action in line with our

enforcement procedures to begin the process of preventing the provider from operating the service. This will lead to cancelling their registration or to varying the terms of their registration within six months if they do not improve.

The service will be kept under review and if needed could be escalated to urgent enforcement action. Where necessary, another inspection will be conducted within a further six months, and if there is not enough improvement we will move to close the service by adopting our proposal to remove this location or cancel the provider's registration.

Special measures will give people who use the service the reassurance that the care they get should improve.

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 and a second CQC inspector.

Background to Christmas Maltings, Clements & Keddington Surgery

- The name of the registered provider is Suffolk GP Federation C.I.C. (Suffolk Fed). The provider is a community interest company, limited by shares. There is a Suffolk GP Federation C.I.C board which is made up of the registered manager, a Caldicott guardian, a GP, an accountable officer for controlled drugs, safeguarding and information governance leads. The provider is also registered to provide regulated activities at three other locations.
- The address of the main location is Greenfields way, Haverhill, CB9 8LU. The practice operates from the main location at Clements Surgery, Greenfields Way, Haverhill and from the branch site at Keddington Surgery, 36 School Road, Keddington, Suffolk.
- The provider is registered with the care quality commission to provide the regulated activities of diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.
- Christmas Maltings, Clements & Keddington Surgery provides services to approximately 17,000 patients over two sites (Christmas maltings site no longer offers GP services) in a semi-rural area in Suffolk.
- Clements surgery and the dispensary is open from 8am to 6.30pm Monday to Friday. The smaller Keddington branch is open between 11am and 12pm for dispensary services, dependent on staff availability.
- Out of hours care is provided by Suffolk GP Federation C.I.C. via the NHS 111 service.
- We reviewed the most recent data available to us from Public Health England which showed that the patient population has a slightly higher than average percentage of patients aged under 18 and slightly lower percentage of patients aged 85 or over, compared with practice average across England. Income deprivation affecting children and older people is significantly lower compared to the practice average across England.