

Lakeside Healthcare at Headlands

Inspection report

20 Headlands
Kettering
NN15 7HP
Tel: 01536518886

Date of inspection visit: 01 September 2021
Date of publication: 15/11/2021

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	Good	
Are services safe?	Good	
Are services effective?	Good	
Are services caring?	Good	
Are services responsive to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced inspection at Lakeside Healthcare at Headlands on 1 September 2021. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection published in March 2020, the practice was rated Requires Improvement overall. We rated the practice as Requires Improvement for providing Effective and Well-led services; and as Good for providing Safe, Caring, and Responsive services.

The full report for the previous inspection can be found by selecting the 'all reports' link for Lakeside Healthcare at Headlands on our website at www.cqc.org.uk.

Why we carried out this inspection

This inspection was a comprehensive, follow-up inspection, to review breaches of regulations identified at our previous inspection, and to ensure required actions had been taken.

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 and telephone calls.
- 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, data and information from the provider.
- Carrying out desktop reviews of documentary evidence, including policies and procedures.
- Reviewing information from stakeholders.
- A short site visit.

Overall summary

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.
- information from the provider, patients, the public and other organisations.

We have rated this practice as Good overall and Good for all population groups.

We found that:

- Effective and well-led care was delivered to patients. The practice had made and sustained the improvements required to address the concerns identified at our last inspection.
- 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.
- The practice had clear and effective systems to ensure patients on medicines received regular monitoring in a timely way.
- 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.

We found an example of outstanding practice:

- The practice had a social prescriber who was embedded and integrated into the practice's ways of working. They supported the practice to provide a holistic approach to people's health, wellbeing and social welfare by supporting and signposting people to local support groups. We evidence of sustained positive outcomes for service users, for example patients being involved in the maintenance of a local community allotment before and after COVID-19 lockdown restrictions. We saw evidence of how around 70 patients had experienced improvements in their circumstances in the last 12 months as a result of this work.

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

- Continue to take action to further increase the uptake of cervical screening.

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 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 Lakeside Healthcare at Headlands

Lakeside Healthcare at Headlands is located in Kettering, Northamptonshire at:

20 Headlands

Kettering

Northamptonshire

NN15 7HP

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

The practice is situated within the Nene Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of approximately 10,400 at the time of this inspection. This is part of a contract held with NHS England.

The practice is one of a number of Lakeside Healthcare Partnership locations which provide services across Northamptonshire, Lincolnshire, Cambridgeshire and Peterborough.

The practice is part of a wider network of local GP practices.

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

According to the latest available data, the ethnic make-up of the practice area is 4% Asian, 1% Black, 1% Mixed, 1% Other, and 93% White.

The practice staff includes three GP partners; one salaried GP; two practice nurses; two health care assistants; two pharmacy staff; a social prescriber; a patient services/site manager; and a team of 13 administrative, secretarial, support and reception staff. The practice was also supported by staff who had a usual base at the provider's headquarters as well as spending time at the Headlands site. This includes a hub manager, and operations manager, a patient services manager, a lead nurse, and an additional social prescriber.

Due to the enhanced infection prevention and control measures implemented since the pandemic and in line with the national guidance, some GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then this service was offered.

Additional same day and booked appointments are provided by GPs, Nurse Prescribers, Clinical Pharmacists, Practice Nurses and other clinical staff including outside of the core General Practice hours. Patients can also access extended hours services nearby s part of the Kettering locality extended access hub.

When the practice is closed patients are directed to contact the local out-of-hours GP services by calling the NHS 111 service.