

Lawns Medical Practice

Inspection report

The Lawns Medical Practice
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Date of inspection visit: 16 January 2019
Date of publication: 06/02/2019

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

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 carried out an announced comprehensive inspection at Lawns Medical Practice on 16 January 2019 as part of our inspection programme. The practice was previously inspected in November 2014 and rated as good overall and outstanding for providing caring services.

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 good overall and good for all population groups.

We found that:

- 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.

We saw one area of outstanding practice

- The practice identified an increase in requests for home visits for patients who would normally be seen by

community specialists as a result of a reduction in community nursing resources. In response, the practice secured funding to appoint an outreach nurse to work with patients in the community, to visit the frail and elderly and those at risk of emergency hospital admission. Outreach nurse visits covered health and social needs with a comprehensive questionnaire designed by the practice and appropriate referrals to social services, occupational health and physiotherapy services and dementia support organisations. The practice told us they had seen a reduction in emergency hospital admissions, prescribing costs and pathology costs during the same period the outreach nurse has been in post. The practice also identified an overall reduction in the numbers of home visit requests and an increase in the number of home visits completed by the outreach nurse, increasing GP resource availability.

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

- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Embed the reviewed process for maintaining blank prescription stationery security in line with national guidelines.
- Review the process for seeking and recording consent in line with national guidelines.

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

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 and included a GP specialist adviser.

Background to Lawns Medical Practice

Lawns Medical Practice is situated within the NHS South Norfolk Clinical Commissioning Group (CCG) and provides services to approximately 7,000 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

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

The practice is able to offer dispensing services to those patients on the practice list who live more than one mile (1.6km) from their nearest pharmacy. We visited the dispensary as part of this inspection.

The provider is a partnership of three clinical and one non-clinical partners first registered with the CQC in April 2013. The practice clinical team consists of two male and

one female GP partners and one male regular locum GP (a retired partner). There is one nurse practitioner, one senior practice nurse, two practice nurses and an outreach nurse who are supported by two healthcare assistants. The dispensing team is led by a dispensary manager and three dispensers. The practice manager is a managing partner and leads the non-clinical team with a deputy practice manager, senior receptionist and team of reception and administrative staff.

There are higher than average numbers of patients over the age of 65, in common with the characteristics of the local area, and fewer patients aged under 18 than the national average. Information published by Public Health England rates the level of deprivation within the practice population group as seven, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Life expectancy for males and females in the practice population is in line with local and national averages.