

Lakeside Healthcare at Oundle

Inspection report

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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

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

This practice is rated as Good overall.

The previous inspection was in February 2017 and the rating was also Good.

The key questions at this inspection are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? - Good

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 good overall.

This means that:

- Patients were protected from avoidable harm and abuse and that legal requirements were met.
- Patients had good outcomes because they received effective care and treatment that met their needs.
- Patients were supported, treated with dignity and respect and were involved as partners in their care.
- People's needs were met by the way in which services were organised and delivered.

- The leadership, governance and culture of the practice promoted the delivery of high quality person-centred care.

We identified an area of outstanding practice:

- Lakeside Healthcare Partnership, as a provider, had their own designated safeguarding team who were employed within the partnership from Monday to Friday to cover all aspects of the safeguarding processes to protect both children and adults. The team covered all aspects of the safeguarding role with a view that this increased staff's knowledge of at risk patients and ensured a level of continuity. The members of the team were easily contactable during working hours via telephone or the task system on the clinical record system. Staff told us, and we found evidence, that as dealing with safeguarding concerns was the only role of the dedicated team that this enabled them to produce much more detailed safeguarding referrals and child protection reports.

We identified an area where the provider should make improvements:

- Continue to monitor the uptake of cervical screening to meet the national target of 80%.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Please refer to the detailed report and the evidence tables for further information.

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 Care Quality Commission (CQC) Lead Inspector; the team included a GP specialist adviser, a pharmacist specialist and a nurse specialist adviser.

Background to Lakeside Healthcare at Oundle

Oundle Medical Practice provides a range of medical services to approximately 11,000 patients in the town of Oundle, 20 nearby villages and to the young people who board at local schools.

The practice is in the NHS Cambridgeshire and Peterborough CCG (Clinical Commissioning Group). In July 2016, the practice merged with 4 other practices to form part of 'Lakeside Healthcare' which is designed to deliver improved collaborative care pathways. Lakeside Healthcare caters for over 100,000 patients. The practice holds a General Medical Services (GMS) contract to provide GP services. The practice dispenses medicines to some patients. Data from Public Health England shows the practice serves an area where income deprivation affecting children and older patient's people is lower than the England average. The practice has an above average number of older patients and a higher number of patients aged 10 to 20 years and a lower number of patients aged 20 to 40 years.

The practice has a team of five GP partners meaning they hold managerial and financial responsibility for the practice and a salaried GP. There are three advanced nurse practitioners, four practice nurses, and two health care assistants. There are two pharmacists, a dispensary lead and seven staff working in the dispensary. A service delivery manager and a finance lead support the practice manager. There is a team of fifteen reception and administrative staff. Patients using the practice have access to a range of services and visiting healthcare professionals. These include midwives, physiotherapists, a podiatrist, and a community mental health nurse. Appointments are available Monday to Friday from 8.am to 6.30pm. With extended hours offered on the first three Saturdays each month.

Outside of practice opening hours the patients contact 111 for an emergency service. Details of how to access emergency and non-emergency treatment and advice is available within the practice and on its website.