

# Trent Valley Surgery

## Inspection report

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Saxilby  
Lincoln  
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[www.trentvalleysurgery.co.uk](http://www.trentvalleysurgery.co.uk)

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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?

Inadequate



Are services effective?

Requires Improvement



Are services caring?

Good



Are services responsive to people's needs?

Good



Are services well-led?

Requires Improvement



# Overall summary

We carried out an announced inspection at Trent Valley Surgery on 7 September 2022. This is the first time this service has been inspected by the Care Quality Commission (CQC) following its registration as a new provider in March 2020.

Overall, the practice is rated as Requires Improvement.

Safe - Inadequate

Effective - Requires Improvement

Caring - Good

Responsive - Good

Well-led – Requires Improvement

## 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
- 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 from the provider
- A short site visit
- Reviewing information from external interested parties.

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

## We have rated this practice as Requires Improvement overall

We found that:

- The practice did not always provide care in a way that kept patients safe and protected them from avoidable harm.

# Overall summary

- The provider could not be assured staff delivered effective care and treatment that met their needs.
- The practice had not taken reasonable steps to protect patients and others from the risks.
- The provider did not have effective oversight of the systems and processes designed to deliver safe and effective care.
- Governance and leadership systems were ineffective.
- Staff did not always have the training, supervision or appraisal required.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

We found two breaches of regulations. The provider **must**:

- Ensure care and treatment is provided in a safe way to patients.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

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

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

**Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services**

## Our inspection team

Our inspection team was led by a CQC lead inspector and an additional CQC 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 Trent Valley Surgery

Trent Valley Surgery is located in the village of Saxilby at:

85 Sykes Lane,

Saxilby,

Lincoln,

Lincolnshire,

LN1 2NU.

The practice has a branch surgery at

Main Street,

Torksey,

Lincoln,

Lincolnshire,

LN1 2EE.

There is a dispensary at the Saxilby site and we inspected this as part of our inspection.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures. These are delivered from both sites.

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery. During this inspection we visited both locations.

The practice is situated within the Lincolnshire Integrated Care System and delivers General Medical Services (GMS) to a patient population of about 4,300. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices, known as Trent Care Primary Care Network (PCN) consisting of five practices covering a population of 40,000.

The practice has two partners, the finance manager and the lead GP with three salaried GPs. There are two advanced nurse practitioners, two practice nurses and one health care assistant. The practice also employs a practice manager, a finance manager, a dispensary manager and a team of reception, administration, dispensary staff, a secretary, a driver and a summariser.

Information published by Public Health England shows that deprivation within the practice population group is in the eighth lowest decile (eight 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, 98.8% White, 0.4% Asian, and 0.8% with a deprivation score of 8 on 1 April 2022.

Data from Public Health England shows the practice has a higher than average elderly patient population and a higher number of patients with long term conditions when compared to the local and national average.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or the branch surgery.

Extended access is provided where late evening and weekend appointments are available from practices within the PCN.

Out of hours services are provided by Lincolnshire Community Health Services NHS Trust

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Surgical procedures Treatment of disease, disorder or injury Maternity and midwifery services	<p>Regulation 12 CQC (Registration) Regulations 2009 Statement of purpose</p> <p>The provider was failing to ensure provision of safe care and treatment in carrying on the regulated activity:</p> <p>In particular:</p> <ul style="list-style-type: none"><li>• Processes in place to ensure patients were safe were not always effective.</li><li>• There were gaps in staff essential training.</li><li>• Safeguarding registers were appropriately coded or validated.</li><li>• The provider had not followed their processes to ensure safe recruitment of staff.</li><li>• There were gaps in the management of risk across systems and processes including infection prevention and control, medicines, staff vaccination, risks and health and safety.</li><li>• The provider did not operate effective systems to ensure patients had up to date blood results recorded and checked to ensure the safe management of patients on high risk medicines, patient.</li><li>• Systems to learn and make improvements when things went wrong were not always effective.</li><li>• Safety alerts were not always managed effectively.</li><li>• The provider was unable to demonstrate that all staff had the skills, knowledge and experience to carry out their roles.</li></ul> <p>This was in breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>
Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Surgical procedures	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p>

This section is primarily information for the provider

# Requirement notices

Treatment of disease, disorder or injury

We found that systems and processes had not been established and operated effective to ensure compliance with the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

- We found a lack of governance, leadership and oversight by managers to ensure safe care delivery.
- The provider did not have effective processes to ensure formal support to maintain staff wellbeing.
- The provider failed to demonstrate they had processes in place to manage current and future performance.

This was in breach of Regulation 17 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.