

The Cottons Medical Centre

Inspection report

The Cottons
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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?

Requires Improvement



Overall summary

We carried out an announced focused inspection of The Cottons Medical Centre on 17 and 19 May 2022.

Safe – Requires Improvement

Why we carried out this inspection

The practice was inspected on 3 December 2020 and whilst the practice was rated Good overall, it was rated as Requires Improvement for providing safe services. During this inspection we identified a breach of Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment. We issued a requirement notice in relation to the breach and the practice provided an action plan in response to this.

We carried out an announced focused inspection of the practice on 17 and 19 May 2022 to confirm that the practice had carried out their plan to meet the legal requirements regarding the breaches in regulation set out in the requirement notice we issued to the provider.

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
- Requesting and reviewing evidence and information from the service

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 continue to rate this practice as Requires Improvement for providing safe services, the practices overall rating of Good remains.

We found that:

- In some areas we were assured that policies and procedures were effectively embedded, this was reflected in the practices system for summarising new patient notes.
- However, in other areas we noted a lack of effective clinical oversight. For instance there were gaps across some of the practices systems and processes to effectively monitor the safe use of medicines.
- The practice did not always operate an effective system for managing medicines safety alerts.

Overall summary

We found a breach of regulations. The provider **must**:

- 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 Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and reviewed evidence from the provider. The team included a GP specialist advisor who spoke with staff using video conferencing facilities, they also completed clinical searches without visiting the location.

Background to The Cottons Medical Centre

The Cottons Medical Centre is situated in the town of Wellingborough, within Northamptonshire. Information published by Public Health England shows that deprivation within the practice population group is in the eight decile (eight of 10) with one being most deprived and 10 being least deprived. Approximately 10,315 patients are registered with the practice and the practices patients are mostly within the younger people and working-aged groups. The practice is part of the East Northants Primary Care Network.

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

The clinical team at the practice includes a mix of male and female GPs, comprising of four GP partners; one of which is a lead GP partner, and three salaried GPs. Within the clinical team there are also five nurses and a healthcare assistant. There is a practice manager who is supported by a deputy practice manager and a team of staff who cover secretarial and administration duties.

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 however if the GP needs to see a patient face-to-face then the patient is offered an appointment with a clinician suited to their needs.

The practice is open for appointments between 8am and 12.30pm and then from 2pm to 6.30pm on all weekdays. The practice have in-hours primary care arrangements in place should a patient need to be seen between 12.30pm and 2pm, via a duty GP.

For extended hours access, patients can access appointments through the East Northants GP Extended Access Hub on evenings between 6.30pm and 8pm and on Saturdays and Bank Holidays between 9am and 12pm.

When the practice is closed patients are directed to the GP out of hours service which is accessed through the 111 service.

This section is primarily information for the provider

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	Regulation 17 HSCA (RA) Regulations 2014 Good governance
Family planning services	There were gaps in the systems and processes that enabled the registered person to assess, monitor and improve the quality and safety of the services being provided.
Maternity and midwifery services	In particular, the provider did not do all that was reasonably practicable to ensure systems and processes enabled the provider to identify where quality and safety are being compromised and respond appropriately and without delay. This was in relation to medicine management and systems for managing medicine safety alerts.
Surgical procedures	This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
Treatment of disease, disorder or injury	