

# Kington Medical Practice

## Inspection report

The Surgery  
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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 to people's needs? | Good                 |  |
| Are services well-led?                     | Requires Improvement |  |

# Overall summary

We carried out an announced inspection at Kington Medical Practice on 30 November 2021. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led – Requires Improvement

## Why we carried out this inspection

An inspection was due at this service as it had not been inspected under its current CQC registration. Therefore, this inspection involved a comprehensive review of information with a short site visit.

## 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 and reviewing evidence from the provider
- A short site visit

## 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 Good overall

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

# Overall summary

- The practice had been influential in the delivery of primary care services since the start of the Covid-19 pandemic. This included setting up the first Covid-19 vaccination site in the Leominster area and stepping forward to become an 'Amber hub' for patients in their Primary Care Network (PCN).
- The practice organised and delivered services to meet patients' needs. Evidence demonstrated that people were able to access care and treatment in a timely way.
- There were clear responsibilities, roles and systems of accountability and management; however, this required strengthening in some areas to support good governance. This was evident in the practices employee immunisation programme and the practices system for receiving safety alerts.
- The practice had a wide range of skilled staff who were competent to carry out their roles and although nurse prescribers confirmed that they were supervised, there was no formal supervision in place to demonstrate this.
- The practice involved the public, staff and external partners to sustain high quality and sustainable care. Staff dealt with patients with kindness and respect and involved them in decisions about their care. The practice managed incidents, complaints and issues with candour, openness and honesty.
- The practice actively participated in social prescribing, well-being and befriending schemes facilitated through their Primary Care Network (PCN).

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.

Additionally, the provider **should**:

- Continue with efforts to engage with patients and encourage attendance at cervical screening appointments.
- Continue with current work in the recording and reflecting on positive outcomes following quality improvement initiatives and clinical audits.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCP

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 undertook a site visit. The team included a GP specialist advisor. The GP specialist advisor spoke with staff using video conferencing facilities. They also completed clinical searches and records reviews without visiting the location.

## Background to Kington Medical Practice

Kington Medical Practice is situated in a purpose-built health centre in the Kington area of Hereford. The practice provides a dispensary service allowing patients to collect their medicines from their dispensary which is also based in the same health centre as the practice.

Information published by Public Health England shows that deprivation within the practice population group is in the fifth decile (five of 10) with one being most deprived and 10 being least deprived. Approximately 7,260 patients are registered with the practice and the practice's patients are mostly within the older and working-aged groups. According to the latest available data, the ethnic make-up of the practice area is 1% Asian and 99% White.

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 practice is part of a Primary Care Network called Taurus Healthcare. Taurus Healthcare operates as a GP federation which is owned by all of the General Practices in Herefordshire and is run by them. The federation manages three primary care hubs which offer local GP and nurse extended hours services to patients from across the county.

The practice has a partnership of two GPs, one of which is a silent partner. There is a GP Clinical Operations Manager in place at the practice who is responsible for the clinical leadership, oversight and practice governance along with the Operations Manager who is responsible for the management of the practice. The leadership team includes a Finance Manager, a Dispensary Manager and a Reception Manager.

In addition to a GP partner and the GP Clinical Operations Manager, the clinical team includes four additional GPs, three advanced nurse practitioners, four practice nurses and a healthcare assistant. The clinical team is a mix of male and females.

The practice employs a pharmacist and within the dispensary there are five dispensers employed. The practice and its dispensary are supported by a team of staff who cover reception, administration, cleaning and driving duties (for medicines deliveries).

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 between 8.30am and 6pm on all weekdays, phone lines are open from 8am.

Patients can access appointments on evenings and weekends by visiting any of the six listed hub locations in Herefordshire: South Wye Medical Centre, The Marches Surgery, Pendeen Surgery, Ledbury Health Partnership, Nunwell Surgery, and appointments are available at Kington Medical Practice on Sundays and some bank holidays as part of this arrangement. These appointments are offered through Taurus Healthcare. In addition, when the practice is closed patients are directed to the GP out of hours service which is accessed through the NHS 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                 |   |
| Maternity and midwifery services         | There were ineffective systems to ensure the registered person had maintained such records as are necessary to be kept in relation to persons employed in the carrying on of the regulated activity or activities. In particular the practices system and governance for the checking of specific routine immunisations for their staff members contained gaps.             |
| Surgical procedures                      |   |
| Treatment of disease, disorder or injury | There was additional evidence of poor governance. In particular, the practices system for receiving safety alerts contained gaps and there was no evidence of formal supervision in place for the nurse prescribers employed by the practice.<br><br>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. |