

Millview Medical Centre

Inspection report

1 Sleaford Road
Heckington
Sleaford
Lincolnshire
NG34 9QP
Tel: 01529460213
www.millviewmedicalcentre.co.uk

Date of inspection visit: 7 Nov 2019
Date of publication: 14/02/2020

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?

Requires improvement



Are services effective?

Requires improvement



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Inadequate



Overall summary

We carried out an announced comprehensive inspection at Millview Medical Centre on 7 November 2019 as a result of concerns we had been made aware of. We had previously inspected this practice on 2 August 2016 when we rated the practice as Good overall.

We have rated this practice as requires improvement overall. We have rated all the population groups as requires improvement as the issues in the safe, effective and well-led key questions affect all patients.

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 rated the practice as **requires improvement** for providing safe services because:

- The practice did not have clear systems and processes to keep patients safe.
- The practice did not have appropriate systems in place for the safe management of medicines.
- The practice had not conducted a thorough investigation when things went wrong.

We rated the practice as **requires improvement** for providing effective services because:

- Staff were not provided with the support to obtain further role specific training and qualifications nor did they provide protected time for learning and development.
- Immunisation rates for children were below target in three of the four indicators.
- Cervical cancer screening uptake was below target.

We rated the practice as **inadequate** for providing well-led services because:

- Leaders could not show that they had the capacity and skills to deliver high quality, sustainable care.
- While the practice had a vision, that vision was not supported by a credible strategy.
- The practice culture did not effectively support high quality sustainable care.
- The overall governance arrangements were ineffective.
- The practice did not have clear and effective processes for managing risks, issues and performance.
- We saw little evidence of systems and processes for learning, continuous improvement and innovation.
- The management of the dispensary had not been effective.
- The investigation of significant events relating to the dispensary had not been carried out expeditiously or effectively.
- The provider had not made statutory notifications to CQC.

We rated the practice as **good** for providing caring and responsive services because:

- 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 areas where the provider **must** make improvements are:

- Ensure that care and treatment is provided in a safe way.
- 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

Population group ratings

Older people	Requires improvement 
People with long-term conditions	Requires improvement 
Families, children and young people	Requires improvement 
Working age people (including those recently retired and students)	Requires improvement 
People whose circumstances may make them vulnerable	Requires improvement 
People experiencing poor mental health (including people with dementia)	Requires improvement 

Our inspection team

Our inspection team was led by a CQC Inspector and included a member of the CQC Medicines team, a GP specialist advisor, a practice manager specialist advisor and a practice nurse specialist advisor.

Background to Millview Medical Centre

Millview Medical Centre is located at 1, Sleaford Road, Heckington, Sleaford NG34 9QP. The practice has a branch site at 29 Handley Street, Sleaford, NG34 7TQ. We did not visit the Sleaford branch site during the inspection.

The provider is a partnership and are registered to provide the regulated activities of;

- Maternity and midwifery services
- Surgical procedures
- Family planning
- Diagnostic and screening procedures
- Treatment of disease, disorder or injury

The practice has a list size of 10,579 and holds a General Medical Services contract with NHS South West Lincolnshire Clinical Commissioning Group.

It is a dispensing practice and is able to dispense to 1,743 eligible patients (16.3% of the patient list) who live more than 1.6km from a pharmacy. There is one dispensary which is located at the Heckington site.

Care and treatment are provided by three GP partners, three salaried GPs, three nurse practitioners (prescribers), three practice nurses, a health care assistant and a phlebotomist. Two of the GPs are female.

They are supported by a team of dispensers, receptionists, administrators and managerial staff.

Life expectancy is similar to the CCG and national average as are the patient demographics.

The percentage of patients with a long- standing health condition is higher than both the CCG and national average. The practice lies in the eighth decile of deprivation, where one is the most deprived and ten the least.

98.2% of the practice list are described as white.

The practice is open from 8am to 6.30pm across one or other of the surgeries every week day except Monday when the Heckington surgery was open from 8am to 8pm.

Extended hours GP appointments are offered at the hub located at Sleaford Medical Group from 6.30pm to 8pm Monday to Friday and 9am to noon on Saturday, Sunday and bank holidays.

The practice has opted out of providing GP services outside of core hours. Patients can access the out-of-hours service which is provided by Lincolnshire Community Health Services NHS Trust by contacting NHS111.

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 the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>Care and treatment must be provided in a safe way for service users</p> <p>How the regulation was not being met</p> <p>The registered persons had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment. In particular:</p> <p>The provider had not taken the appropriate action to protect patients and others from the risks of healthcare associated infections.</p>
Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>Systems or processes must be established and operated effectively to ensure compliance with the requirements of the fundamental standards as set out in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014</p> <p>How the regulation was not being met</p> <p>The registered person had systems or processes in place that operated ineffectively in that they failed to enable the registered person to assess, monitor and improve the quality and safety of the services being provided.</p> <p>The investigation of significant events relating to the dispensary had not been carried out expeditiously or effectively.</p> <p>The provider had not made statutory notifications to CQC.</p>