

Irchester Surgery

Inspection report

37 School Road
Irchester
Wellingborough
Northamptonshire
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Date of inspection visit: 14/12/2018
Date of publication: 15/01/2019

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?

Requires improvement 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Irchester Surgery on 14 December 2018.

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 with requires improvement for providing responsive services.

The rating for responsive affected the population groups so we rated all population groups overall as requires improvement.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice promoted the delivery of high-quality, person-centre care.

We rated the practice as requires improvement for providing responsive services overall including the population groups because:

- Patients were not able to access care and treatment in a timely way. While the practice had made improvements to their appointment system to make them more accessible, the 2018 National GP Patient Survey results and patient feedback indicated continued difficulties with the appointment system.

- The reception area was in a very confined space. While reception staff were trained to maintain confidentiality during telephone conversations, face to face conversations at the reception desk could be overheard. This was more relevant in relation to care navigation where patients were invited to share with the receptionist a brief outline of their illness to be navigated to the appropriate clinician and or service.

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

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

(Please see the specific details on action required at the end of this report).

The areas where the provider **should** make improvements are:

- Monitor the recently changed system to track the safety of blank prescription sheets.
- Monitor the revised systems for exception reporting, for diabetes and asthma.
- Develop information about the practice in written format which reflected the information available on the practice website.
- Develop detail and timescales for some priorities identified in the practice business plan.

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

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

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 Lead Inspector. The team included a GP specialist advisor and a practice manager specialist advisor.

Background to Irchester Surgery

Irchester Surgery situated at 37 School Road, Irchester, Wellingborough is a GP practice which provides primary medical care for approximately 4,169 patients living in Irchester and surrounding areas.

Irchester Surgery provides primary care services to local communities under a General Medical Services (GMS) contract, which is a nationally agreed contract between general practices and NHS England. The practice population is predominantly white British along with small ethnic populations of Asian, Afro Caribbean, mixed race and Eastern European origin.

The practice has a female lead GP and a female salaried GP. There is a practice nurse and a health care assistant. The practice regularly employs a male locum GP. There is

a practice manager who is supported by an assistant and a team of administrative and reception staff. The local NHS trust provides health visiting and community nursing services to patients at this practice.

The practice is open between 8am and 6.30pm Monday to Friday.

As part of the Wellingborough locality extended access hub, patients can access extended hours at the Albany House Medical Centre, Queen Street, Wellingborough Monday to Friday between 6.30pm and 8pm and during weekends between 8am and 12 noon.

When the practice is closed services are provided by Integrated Care 24 Limited via 111.

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 17 HSCA (RA) Regulations 2014 Good governance</p> <p>The registered person had systems or processes in place that were operating 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>In particular we found:</p> <ol style="list-style-type: none">1. Patients were not able to access care and treatment in a timely way. While the practice had made improvements to their appointment system to make them more accessible, the 2018 National GP Patient Survey results and patient feedback indicated continued difficulties with the appointment system.2. The reception area was in a very confined space. While reception staff were trained to maintain confidentiality during telephone conversations, face to face conversations at the reception desk could be overheard. This was more relevant in relation to care navigation where patients were invited to share with the receptionist a brief outline of their illness to be navigated to the appropriate clinician and or service.3. There were no provision of dedicated baby changing facilities.4. Not all staff had been trained in the application of the Mental Capacity Act and duty of candour. <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>