

# Lakeside Healthcare at Stamford

## Inspection report

Ryhall Road  
Stamford  
PE9 1YA  
Tel: 01780437017

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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?

Requires Improvement



Are services effective?

Good



Are services caring?

Requires Improvement



Are services responsive to people's needs?

Requires Improvement



Are services well-led?

Good



# Overall summary

We carried out an announced inspection at Lakeside Healthcare at Stamford on 23 November 2022. Overall, the practice is rated as requires improvement.

The ratings for each key question:

Safe – Requires improvement.

Effective – Good

Caring - Requires improvement.

Responsive - Requires improvement.

Well-led – Good.

Following our previous inspection in June 2021, the practice was rated as inadequate and was placed in special measures. Following the inspection, the practice was issued with conditions on their registration, in respect of Regulation 12 (Safe Care and Treatment) and two warning notices in relation to Regulation 17 (Good Governance) and Regulation 18 (Staffing).

We carried out a follow-up inspection in September 2021 to check if the provider had complied with the conditions of registration and the two warning notices. We found that although some improvements had been made further work was required. The practice had met the conditions placed on their registration but had still not ensured that care and treatment was provided in a safe way. Following the inspection, the practice was issued with a further warning notice in relation to Regulation 17 (Good Governance) and a requirement notice for Regulation 18 (staffing).

We carried out a follow up inspection in March 2022 to review compliance in relation to being in special measures and to review the compliance with the warning notice for Regulation 17 and requirement notice for Regulation 18. The practice had made improvements and had met the requirement notice for Regulation 18, but further work was required, and a requirement notice for Regulation 17 was issued.

This comprehensive inspection was carried out in November 2022 to review compliance in relation to being in special measures and to review the compliance with the requirement notice for Regulation 17.

## 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:

- 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

# Overall summary

- Requesting 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 requires improvement overall.

- The practice had carried out a significant amount of work to improve the service since the last inspection.
- Patients mainly received effective care and treatment that met their needs.
- The practice had effective systems in place for the appropriate and safe use of medicines, including medicines optimisation.
- There were sufficient systems and oversight in place to ensure the dispensaries

were adequately and safely managed.

- Appropriate standards of cleanliness and hygiene were met.

However:

- Overall, the process in place for medicine reviews and the monitoring of long-term conditions was effective but continued work was required on consistency for checking contraindications of medicines.
- There were effective systems to assess, monitor and manage risks to patient safety.
- The practice organised and delivered services to meet patients' needs, with continued work needed to improve patient access to the service.
- There was poor patient feedback relating to access and care in the GP National Survey, directly to CQC and to Healthwatch Lincolnshire.
- Leaders demonstrated that they had the required capacity and skills, but further work was required to embed systems and processes in order for them to deliver high quality sustainable care.
- Most governance arrangements were now in place, but further work was required to embed these systems and to ensure they were managed effectively.

In response to these findings the provider should:

- Ensure the capture all of the learning and outcomes from errors, incidents and significant events to enable sharing of good practice and to reduce the risk of recurrence. This includes incidents in the practice's dispensaries.
- Continue action to improve the uptake of childhood immunisations and cervical screening.

I am taking this service out of special measures. This recognises the significant improvements that have been made to the quality of care provided by this service.

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

# Overall summary

**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 on site inspection team consisted of a CQC lead inspector, three additional CQC inspectors and a CQC Medicines team pharmacist. Also in the inspection team was a GP specialist advisor who completed clinical searches and records reviews without visiting the location.

## Background to Lakeside Healthcare at Stamford

Lakeside Healthcare Stamford is a well-established provider of Primary Health Care in the Stamford locality.

Lakeside Healthcare at Stamford was created in 2017 following the merger of St Mary's Medical Centre, Sheepmarket Surgery and The Little Surgery. The practice now operates from two sites, following the closure of The Little Surgery:

Main site:

Sheepmarket Surgery

Ryhall Road

Stamford

Lincolnshire

PE9 1YA.

The Sheepmarket Surgery is a purpose designed and built premises which opened as a surgery in 2000. The consulting rooms are provided on the ground floor, with administrative and conference space on the first floor. It has lift access to the first floor and is suitable for access by disabled patients, employees or other external visitors. Toilet facilities are also fully accessible for all patients and there is a private parents' room with changing table. There is a car park attached to the practice with dedicated accessible parking at the front of the building closest to the main entrance. The building includes an onsite dispensary which supports the medication needs of patients living in the surrounding villages with a delivery service. The reception desk is easily accessible on arrival and the practice has a self-check-in system and offers appointments via telephone, face to face and via a digital platform.

The practice has a branch surgery at:

St Mary's Medical Centre

Wharf Road

Stamford

Lincolnshire

PE9 2DH.

St Mary's Medical Centre is located on Wharf Road close to the centre of the historic market town of Stamford. The building was extended and converted to its current use in 1989. The majority of consulting rooms are located on the ground floor and any patient who would experience difficulty in accessing the first floor is seen on the ground floor. Administration space and meeting space is provided on the first floor. Fully accessible toilets are also provided.

Parking is provided onsite for patients and visitors with reserved accessible parking provided adjacent to the main entrance. Additional parking is available further along Wharf Road.

The building includes an onsite dispensary with a delivery service which supports the medication needs of patients living in the surrounding villages.

Both sites were visited as part of this inspection.

Information published by Public Health England reports deprivation within the practice population group as nine on a scale of 1 to 10. Level one represents the highest levels of deprivation and level 10 the lowest. The average life expectancy of the practice population is higher than the national average for both males and females (81.9 years for males, compared to the national average of 79 years and 85.2 years for females compared to the national average of 83 years).

The National General Practice Profile states that the majority of registered patients are white with approximately 1.2% Asian, and 1.5% other non-white ethnic groups.

There is a team of 15 GPs who provide cover at both practices, six of whom are partners and nine are salaried GPs.

The practice management team comprises of a hub manager, operations and compliance manager and a patient service manager. They are supported by three management support officers, an admin team lead and twelve administrators with two additional people due to join in the next month. There is also one QOF team lead and two QOF administrators.

There is one reception team lead, one senior receptionist, 13 receptionists and four further positions have been offered to people waiting to join the team.

The practice has a lead advanced nurse practitioner (ANP), another ANP, four nurse practitioners, six practice nurses, four healthcare assistants and one nursing associate.

The dispensaries have a dispensary services advisor, six dispensers, three delivery drivers/dispensing assistants, four further dispensary assistants (of which two are currently in training to become dispensers). Additionally, there are two dispensers due to start in the next month.

The practice has four clinical pharmacists and two pharmacy technicians that work across the Primary Care Network (PCN). The practice is also supported by a musculoskeletal physiotherapist, a first contact physiotherapist, two social prescribers, two care co-ordinators and the local Neighbourhood Team.

Lakeside Healthcare at Stamford is a training practice for fully qualified doctors (registrars) who wish to pursue a career in general practice. These doctors work at the practice for up to one year and help to foster a learning environment. The practice also participates in the training of medical students from the University of Cambridge School of Clinical Medicine. These students are in the earlier stages of their medical training and attend the practice in different years of their study.

Enhanced access is provided locally in Stamford and Bourne where late evening and weekend appointments are available. Lincolnshire Community Health Services NHS Trust offers urgent medical care outside of normal GP hours, during evenings, weekends and bank holidays. These services are accessed by calling NHS 111.