

# Branston & Heighington Family Practice

## Inspection report

Station Road  
Branston  
Lincoln  
LN4 1LH  
Tel: 01522793081  
[www.branstonsurgery.co.uk](http://www.branstonsurgery.co.uk)

Date of inspection visit: 28 June and 4 July 2023  
Date of publication: 18/10/2023

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		
Are services effective?	Good		
Are services caring?	Good		
Are services responsive to people's needs?	Good		
Are services well-led?	Good		

# Overall summary

We carried out an announced focused inspection at Branston and Heighington Family Practice on 28 June and 4 July 2023 to review and rate the service following an inspection on 9 November 2022 when the practice was rated as Inadequate overall and placed in special measures.

At the November 2022 inspection, the practice was rated as inadequate overall and for the key questions of safe and well-led. It was rated as requires improvement for the effective key question. The practice was placed into special measures.

There had been a focused inspection on 10 January 2023 to follow up on warning notices that had been issued in respect of breaches of Regulations 12, 13 and 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Not all of the actions had been completed to meet the Warning Notices and as a result we issued Requirement Notices for Regulation 12 (1), Regulation 13 (2) and Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. That inspection did not affect the ratings awarded because of the November 2022 inspection.

The full reports for previous inspections can be found by selecting the 'all reports' link for Branston Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

As a result of this inspection on 28 June and 4 July 2023, the ratings for each key question are:

Safe – Requires Improvement

Effective – Good

Caring - Good

Responsive- Good

Well-led – Good

We did not rate the Caring key question. The rating of Good was carried through from previous inspections.

## **How we carried out the inspection.**

Throughout the pandemic CQC has continued to regulate and respond to risk. However, considering 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.
- Requesting evidence from the provider.
- Shorter onsite visit.

# Overall summary

## 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.
- Information from the provider, patients, the public and other organisations.

We found that:

- The practice had taken reasonable steps to protect patients and others from the risks posed by healthcare associated infections.
- The provider had implemented effective oversight of the systems and processes designed to deliver safe and effective care.
- The monitoring of patients in receipt of high-risk medicines and those with possible long-term conditions was not always effective.
- The provider had started to analyse telephone data to gain oversight of where delays in call handling may be occurring, but further work was required in this area to help improve performance.
- New management, systems and staff had resulted in improved performance and oversight.

The provider should:

- Review the process for receiving and actioning patient safety alerts.
- Continue to collect and analyse data from the telephone system to help better meet demand.
- Continue to improve the monitoring of patients with long-term conditions and in receipt of some high-risk medicines.
- Ensure that staff complete the correct levels of safeguarding training.

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

**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.**

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Primary Medical Services

## Our inspection team

Our inspection team was led by a CQC lead inspector and an additional CQC inspector who spoke with staff as well as undertaking a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities, completed clinical searches and records reviews without visiting the location.

## Background to Branston & Heighington Family Practice

Branston and Heighington Family Practice is located at:

Station Road

Branston

Lincoln

LN4 1LH

The provider is Brook Medical Partnership Limited of Brook Medical Centre, Econ Brook Road, Northampton, NN3 5EN and is registered with CQC to deliver the Regulated Activities of:

- diagnostic and screening procedures
- maternity and midwifery services
- family planning
- treatment of disease, disorder, or injury
- surgical procedures.

It is not a dispensing practice.

The practice is open between 8am to 6.30pm Monday to Friday, closing its doors for lunch between 1pm and 2pm. During the period between 1pm and 2pm the telephones are answered, and a GP is available.

The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

The practice is situated within the Lincolnshire Integrated Care System and delivers General Medical Services (GMS) to a patient population of about 5,384.

The practice is part of a wider network of GP practices known as a South Lincoln Healthcare Primary Care Network.

Information published by Public Health England shows that deprivation within the practice population group is in the ninth decile (nine of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 98.6% white, 0.7% mixed, 0.4% Asian, and 0.2% black.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

The practice has 3 GP partners on the GMS contract, only 1 of whom works at the surgery. There is 1 salaried GP, and 4 practice nurses. They are supported by a team of receptionists, administrators, managers and housekeeping staff.

Enhanced access is provided where late evening and weekend appointments are available.

Out- of- hours services are provided by Lincolnshire Community Health Services NHS Trust, accessible through NHS111.