

Lake Road Health Centre

Inspection report

Nutfield Place
Portsmouth
PO1 4JT
Tel: 02392009117
www.portsmouthpca.org.uk

Date of desk-based review: 11/08/2020
Date of publication: 26/08/2020

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

Good 

Are services safe?

Good 

Overall summary

This service is rated as Good overall.

The key questions are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Good

We previously carried out an announced focused inspection at Lake Road Health Centre on 3 December 2019 as part of our inspection programme. We rated the service as Good overall, however we found a breach of regulations and rated Safe as Requires Improvement. You can read the full report by selecting the 'all reports' link for Lake Road Health Centre on our website at

To follow up on the areas that required improvement, we were mindful of the impact of the Covid-19 pandemic on our regulatory function. We took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what type of inspection was necessary and proportionate, and therefore planned a desk-based review.

On 11 August 2020, we carried out the desk-based review to confirm that the service had carried out its plan to meet the legal requirements in relation to the breach of regulations identified in December 2019.

We found the service is now meeting those requirements and we have amended the rating for Safe to Good. We had previously rated the practice as Good overall and Good for providing Effective, Caring, Responsive and Well-led services.

We based our judgement of the quality of care at this service on a combination of what we found when we reviewed the information sent to us by the provider and discussion with the registered manager and operation managers. A registered manager is a person who is registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run

We have rated Safe as Good because:

The provider had responded to the breach in regulations and had implemented safe practices.

- The provider had set up a safe system for managing prescription stationery.
- The provider had implemented a safe system for checking and managing emergency medicines and equipment.

The provider had also considered and made improvements in response to recommendations we made at the previous inspection.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

We did not visit Lake Road Health Centre during this review. The service submitted a range of documentary evidence electronically for review remotely by a CQC inspector.

Background to Lake Road Health Centre

The provider is registered at:

Portsmouth Primary Care Alliance Ltd, Station House, North Street, Havant, PO9 1QU.

The service, Lake Road Health Centre, is located at:

Lake Road Practice, Nutfield Place, Portsmouth, PO1 4JT.

The provider, Portsmouth Primary Care Alliance Ltd (PPCA), is a company made up of nominated GP partners from 14 GP member practices in the Portsmouth CCG area. The company's five directors are from three of the 14 member practices in the Portsmouth CCG area. The alliance works collaboratively to offer integrated primary care services to 230,000 patients across Portsmouth CCG's 15 practices. All but one of the Portsmouth practices are members of the PPCA.

PPCA provides an extended access service (EAS) from Lake Road Health Centre, to the whole population apart from patients detained under the Mental Health Act. The EAS is registered with CQC to provide the following regulated activities:

Treatment of disease, disorder or injury

Maternity and midwifery services.

PPCA is also registered with CQC to provide other primary care services, from other locations within Portsmouth. These other services were not included as part of this inspection.

The EAS's normal operating hours are Monday to Friday from 6.30pm to 10.30pm and weekends (including bank holidays) from 8.00am to 10.30pm. The service provides triage, acute and routine appointments as well as visits to those patients in need of an urgent home visit during these hours. The provider accepts category 3 and 4 ambulance calls (urgent and less urgent) and takes these calls directly during EAS operating hours.

The service is run by four clinical directors and one non-clinical director with a small number of employed business, administration and reception staff. Most of the staff, including all the medical and clinical staff, are not directly employed by the alliance. Instead, the service uses locum or bank staff to provide its clinical and nursing care.

Are services safe?

At the on-site inspection in December 2019 we rated safe as requires improvement because systems to manage medicines were not consistently safe. This desk-based review was undertaken to find out if the necessary improvements had been made.

Safe and appropriate use of medicines

The service had systems for appropriate and safe handling of medicines.

The service used the host site's emergency medicines under a memorandum of agreement (MOA). However, at our inspection in December 2019 we found the emergency medicines and equipment were not maintained in line with the MOA or to best practice standards. The emergency medicines trolley on the premises did not contain two items recommended by the Drugs and Therapeutics Bulletins in 2015: an antiemetic (for the treatment of nausea and vomiting) and a pain-relief medicine.

At this desk-based review, we found the provider had taken actions to meet the legal requirements in relation to the breach of regulations previously identified. The provider sent us their protocol for resuscitation and emergency equipment, their emergency medicines list and their checklists. The protocol described the procedure for checking the resuscitation trolley and emergency equipment to ensure it was safely equipped. It described actions to take if any additional or replacement stock was required. The protocol included the list of emergency medicines required to be available on the trolley and in the doctors bag used when home visiting. It also included guidance on how to replenish items. This meant the service checked the agreed emergency items were in place at the handover from the host practice, for the start of their shift.

The emergency medicines list included medicines recommended at the previous inspection; pain relief medicine and antiemetic medicines. The checklists showed staff carried out daily checks that equipment was ready for use, and the tamper-proof seals were intact. We were shown the working documents completed by the team leaders each day when they completed their checks. Clinical staff carried out detailed weekly contents-checks, using the item list included in the policy. Staff highlighted any issues, which were summarised and shared with the

host practice to action. These summary logs were updated to show when issues had been addressed. Staff told us this routine checking system worked well and had been incorporated as part of the handover.

At our inspection in December 2019, we found the service did not have a system to monitor prescription stationery used on the premises and its safe storage. Prescription stationery was held in unlocked printer drawers and the provider used the prescription stationery provided by the host GP practice, without any record of prescription numbers at handover. After the inspection, the provider said they had started to record the number of the first and last blank prescription in the printer, for audit purposes, until they obtained their own prescription stationery. They had also set up a secure process for separating stored stationery used by themselves and the host practice.

For this desk-based review, the provider sent us their prescription management process, set up in January 2020. This stated that any of the host prescription papers would be removed and secured at the start of each provider session, and that an incident would be reported if host prescription stationery was still in printers after handover. The provider prescription stationery would be signed out to each printer used by the service. Any prescription stationery not used must be signed back into the prescription log. The registered manager explained the service had their own stationery however since the last inspection they had started to use the electronic prescription service and now rarely needed paper versions. However, small numbers of paper prescriptions were still issued to doctors who made home visits.

We were shown the prescription tracker used by the PPCA administration support team, which included the script numbers for any paper prescriptions issued to doctors, using the sign-out process carried out by team leaders. The process had been set up to log when prescription stationery was issued to clinicians and returned.

At our inspection in December 2019 we made three recommendations for improvement. These had also been addressed as follows:

- The adverse incident reporting policy had been updated to include external reporting guidelines when this was required for specific types of incident.
- The registered manager explained the clinical audit process had been changed to ensure each practitioner

Are services safe?

was audited at least once in the month they had practiced, and then at least once every three months. We were sent the PPCA contract report for June 2020 to show this was in place.

- PPCA had set up a process for on-call directors to record consultations carried out off-site. The provider sent us

their remote access policy, outlining access arrangements for approved staff to log onto the PPCA network remotely. Since the last inspection, they had purchased a secure cloud-based video and call recording system, to enable clinicians to set up consultations with patients over the internet.