

# Prospect Surgery

## Inspection report

The Health Centre  
20 Cleveland Square  
Middlesbrough  
TS1 2NX  
Tel: 01642210220  
[www.prospectsurgery.nhs.uk](http://www.prospectsurgery.nhs.uk)

Date of inspection visit: 23 June 2021  
Date of publication: 26/07/2021

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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Are services well-led?

Inspected but not rated



# Overall summary

We carried out an unannounced, responsive unrated inspection at Prospect Surgery on 23 June 2021 to assess the safety of non-therapeutic circumcision procedures following some information of concern.

Our previous inspection report of 20 March 2017, rated the practice as Good overall and for all key questions and all population groups. The March 2017 inspection did not look at any aspect of non-therapeutic circumcisions.

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

## Why we carried out this inspection

This inspection was a focused responsive site visit inspection to follow up on information of concern.

The focus of this inspection was the non-therapeutic circumcision service provided by the partnership at Prospect Surgery (and carried out by one of the partners):

- Are services safe?
- Are services effective?
- Are services well led?

## How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. We carried out a site visit inspection of this location. This included:

- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider on site
- A short site visit
- Speaking briefly with some staff, on site

## 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.

Serious concerns were identified during this inspection with regards to the safe care and treatment of patients undergoing non-therapeutic circumcisions and the risk assessment, record keeping and governance arrangements supporting that. We were not assured that the service was safe. Therefore, we have exercised our urgent powers under section 31 of the Health and Social Care Act 2008 to impose a condition on the provider's registration. This is because we believe a person or persons will or may be exposed to the risk of harm if we do not do so.

We found that:

- Infection control arrangements in respect of the non-therapeutic circumcision service posed a risk to patients and staff.

# Overall summary

- The absence of proper records in the circumcision service meant that patients' needs could not be properly assessed and met.
- The lack of effective communication from the provider to other health and social care agencies inhibited the sharing of key information.
- There was an absence of systems and processes to mitigate risks and provide clinical governance, in relation to non-therapeutic circumcision services.

We found two breaches of regulations. The provider **must**:

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

<b>Older people</b>	<b>Not inspected</b>	
<b>People with long-term conditions</b>	<b>Not inspected</b>	
<b>Families, children and young people</b>	<b>Not inspected</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Not inspected</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Not inspected</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Not inspected</b>	

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included an inspection manager. The team undertook a site visit. A GP Specialist Adviser was available to the team, for remote support, where required.

## Background to Prospect Surgery

Prospect Surgery is located at:

The Health Centre,  
20 Cleveland Square,  
Cleveland Health Centre,  
Middlesbrough,  
TS1 2NX

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures. These are delivered from a single site.

The provider carries out non-therapeutic circumcisions on children aged 0-16 years, and sometimes adults, on a private basis. This is carried out under the provider's registration for the regulated activity of surgical procedures for which they have been registered with the Care Quality Commission since 1 April 2013. Patients who attend Prospect Surgery for a non-therapeutic circumcision do not have to be registered at Prospect Surgery. The provider told us that patients are accepted from Scotland, and the north of England typically, but patients from any location can be accepted for this procedure.

The practice is situated within the Tees Valley Clinical Commissioning Group (CCG) and delivers General Medical Services to a patient population of about 6,400. This is part of a contract held with NHS England. Tees Valley Clinical Commissioning Group does not commission the non-therapeutic circumcision activity at Prospect Surgery. This is carried out as a private service.

The practice is part of a wider network of GP practices (Central Middlesbrough Primary Care Network that delivers services to approximately 48,000 patients in central Middlesbrough).

Information published by Public Health England shows that deprivation within the practice population group is in the lowest decile (one 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 13% Asian, 81% White, 2% Black, 2% Mixed, and 2% Other.

The non-therapeutic circumcision clinic is operated by one of the GP partners, who is also the CQC Registered Manager for Prospect Surgery. The other GP Partner is in full agreement with the circumcision service being undertaken on practice premises and under the governance system of the practice. The GP operates the service mostly as a sole clinician. One member of the non-clinical staff provides receptionist cover for the service. On occasions the GP employs a health care assistant to assist with procedures. The service is mostly carried out at weekends and bank holidays, using practice facilities and equipment. The provider told us that services are also carried out during quiet weekdays at the practice.

## Enforcement actions

### Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures 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>Following the inspection, an urgent Notice of Decision to impose a condition on the provider's registration was issued under Section 31 of the Health and Social Care Act</p> <p><u>Regulation 12 HSCA (RA) Regulations 2014 Safe care and Treatment</u></p> <p><b>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.</b></p> <p><b>In particular:</b></p> <ul style="list-style-type: none"><li>• Clinical records were of poor quality. They did not evidence pre-operative discussions, identification checks, parental responsibility checks, health risk assessments or safeguarding checks. Batch numbers of anaesthesia had not been recorded within the records. The absence of proper records meant that patients' needs could not be properly assessed and met.</li><li>• Infection prevention and control standards and procedures posed a risk of cross infection to staff and patients.</li><li>• Clinical information pre- and post-procedure was not sought or shared with the patients' usual GPs which meant that ongoing care and treatment needs could not properly assessed for patients.</li><li>• The arrangements for emergency medicine and equipment checking were not adequate.</li></ul> <p>This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>

Regulated activity	Regulation
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# Enforcement actions

Diagnostic and screening procedures

Maternity and midwifery services

Surgical procedures

Treatment of disease, disorder or injury

Regulation 17 HSCA (RA) Regulations 2014 Good governance

Following the inspection, an urgent Notice of Decision to impose a condition on the provider's registration was issued under Section 31 of the Health and Social Care Act

Regulation 17 HSCA (RA) Regulations 2014 Good governance

**The registered provider had systems or processes in place that operated ineffectively, in that, they failed to enable the registered provider to assess, monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk. In particular:**

- Systems for identifying and verifying patients, and their right to make parental consent was not adequate, and was not properly recorded.
- The provider did not keep records to maintain a securely and accurate, complete and contemporaneous record in respect of each service user, including a record of the care and treatment provided to the service user and of decisions taken in relation to the care and treatment provided.
- Significant events' recording, dissemination and learning was not being undertaken.
- There were no systems of governance in place to monitor and mitigate risks to service users.

This was in breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.