

The Millwood Partnership

Inspection report

Mill Lane
Bradwell
Great Yarmouth
Norfolk
NR31 8HS
Tel: 01493661549
www.millwoodsurgery.co.uk

Date of inspection visit: 26 Nov to 26 Nov 2019
Date of publication: 07/01/2020

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

Requires improvement



Are services safe?

Good



Are services effective?

Requires improvement



Are services caring?

Good



Are services responsive?

Requires improvement



Are services well-led?

Good



Overall summary

A fully comprehensive inspection was undertaken at The Millwood Partnership on 9 July 2015 and the practice was rated as good overall and good for all domains. Since this inspection, the practice had merged with another local practice. A focussed inspection was carried out on 2 June 2019 following an annual regulatory review of the practice. The practice was rated as requires improvement overall; inadequate for providing safe services and requires improvement for providing effective and well led services. The previous ratings of good for caring and responsive were carried over from the previous inspection. As a result of the findings, the practice was issued with a warning notice on 15 July 2019 for regulation 12 (safe care and treatment).

The full inspection reports on the previous inspections can be found by selecting the 'all reports' link for The Millwood Partnership on our website at www.cqc.org.uk.

We carried out an announced comprehensive inspection at The Millwood Partnership on 26 November 2019 to check that improvements identified at the July 2019 inspection had been made and to re-rate the practice.

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 and requires improvement for all population groups.

We rated the practice as **good** for providing safe services because:

- The breaches identified at the previous inspection had been reviewed and systems and processes had been put in place to rectify these.
- Systems and processes to safeguard patients from abuse were embedded and appropriate.

We rated the practice as **requires improvement** for providing effective services in line with our ratings aggregation principles because we rated the population groups of people with long term conditions and people experiencing poor mental health as requires improvement due to:

- 2018/2019 Quality and outcomes framework (QOF) data showed outcomes for some patients with long term conditions was below average.
- 2018/2019 QOF data showed that for patients with mental health issues, achievement was below average.
- We noted there was a clear action plan in place to address the lower areas and that achievement for 2019/20 was on an upward trajectory.

We rated the practice as **good** for providing caring services because:

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

We rated the practice as **requires improvement** for providing responsive services because:

- Patients did not find it easy to make an appointment and 2019 national GP survey results had lower than local and national average results for access to services. There was some evidence that changes to the appointment system and the emergency on the day team had improved this, but further embedding and sustaining was required.
- These areas affected all population groups, so responsive is rated as requires improvement.

We rated the practice as **good** for providing well-led services because:

- The practice culture and governance arrangements supported the improvements that were required to make changes to QOF achievement and patient satisfaction.
- Staff reported they were happy and proud to work in the practice.
- The practice regularly engaged patients in the delivery of the service.

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

- Review the system for Patient Group Directions to ensure they are signed when new staff join the practice authorising their use.
- Review and improve the system for sharing learning from significant events.
- Continue to embed the action plan in relation to the performance in the Quality and Outcomes Framework to improve outcomes for patients.

Overall summary

- Continue to embed the plan to improve patient satisfaction, particularly in relation to access.
- Review and follow up patients identified as potentially at risk of diabetes.

Dr Rosie Benneyworth

BS BM BMedSci MRCGP

Chief Inspector of General Practice

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

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 inspector and included a GP specialist advisor and a practice manager specialist advisor.

Background to The Millwood Partnership

- The name of the registered provider is The Millwood Partnership.
- The practice address is Mill Lane, Bradwell, Great Yarmouth, Norfolk, NR31 8HS.
- There is a branch site at: Falkland Surgery, Falkland Way, Bradwell, Great Yarmouth, NR31 8RW.
- There are approximately 18,869 patients registered at the practice.
- The practice is registered to provide diagnostic and screening procedures, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.
- The practice has a General Medical Services (GMS) contract with the local Clinical Commissioning Group (CCG).
- The practice has 10 GP partners (six male, four female) who hold managerial and financial responsibility for the practice. There are two salaried GPs (one male, one female). There were three nurse practitioners, one nurse prescriber, seven practice nurses, one emergency care practitioner, three pharmacists and four healthcare assistants. Three practice managers are supported by a team of administration and reception staff.
- The practice website is <http://www.millwoodsurgery.co.uk/>
- The opening hours are:
 - Millwood: Monday 8am to 8pm and Tuesday to Friday 8am to 6.30pm.
 - Falklands: Monday to Friday 8am to 6.30pm.
- When the practice is closed, Integrated Care 24 provides the out of hours service; patients are asked to call the NHS 111 service to access this service, or to dial 999 in the event of a life-threatening emergency.
- The practice demography differs slightly to the national average, with slightly less 5-24 year olds and more 50-74. Male and female life expectancy in this area is in line with the England average at 79 years for men and 83 years for women.
- Income deprivation affecting children is 16%, which is below the England average of 20% the CCG average of 23%. Income deprivation affecting older people is 17% which is below the England average of 20% and the CCG average of 18%.