

Lakeside Healthcare at Eaton Socon

Inspection report

274 Great North Road
Eaton Socon
St. Neots
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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

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Requires improvement 

Overall summary

We carried out an announced comprehensive inspection at Lakeside Healthcare at Eaton Socon on 3 December 2018 as part of our inspection of the provider (Lakeside Healthcare Partnership).

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 good overall and good for all population groups.

This means that:

- We found effective systems were in place to promote adult and child safeguarding, however, not all staff were up to date on their safeguarding refresher training.
- The provider's performance in the 2017-18 Quality and Outcomes Framework (QOF) was generally in alignment with local and national averages with the exception of one asthma indicator.
- The practice was proactive in managing child immunisations and worked closely with the health visiting team to ensure vulnerable patients were included.
- There had been changes made to bring antimicrobial prescribing in line with local and national averages and this was continuing to demonstrate improvement.
- Complaints were managed appropriately.

- There was a scheduled audit plan in place and audits showed patient care was improved as a result.
- We found an open and supportive culture within the practice. Staff felt valued and told us they found the GPs and nurses to be accessible and approachable.
- The provider and the practice had a clear vision and values in place and staff were observed to act in line with them.

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

- The overall governance arrangements were not always effective and there was not always the capacity to ensure oversight of areas such as staff training and appraisals.

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

- Consider an effective process, to ensure staff training, the practice deems as mandatory is up to date.
- Continue to improve the identification of carers to enable this group of patients to access the care and support they require.
- Continue to monitor and improve levels of patient satisfaction, in particular in relation to access.
- Consider an effective system to monitor and embed NICE guidance in clinical practice.

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser, a practice nurse specialist adviser and a second CQC inspector.

Background to Lakeside Healthcare at Eaton Socon

Lakeside Healthcare at Eaton Socon, is located at Great North Road, Eaton Socon, St Neots, Cambridgeshire and provides services mainly to patients living in Eaton Socon and the surrounding area. The surgery has good transport links and has a co-located pharmacy within the building.

The practice has recently become part of the Lakeside Healthcare Partnership and was inspected as part of the provider inspection. As part of this merger it has become part of a 'St Neots Hub' which includes Cedar House Surgery and there are plans to combine both the workforce and the patient list creating a single practice across two sites.

The clinical team comprises of nine GPs, three nurses and three health care assistants (HCAs). The clinical team is supported by a practice manager, and an administrative and reception team.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, treatment of disease, disorder or injury, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice is a training practice and provided training to doctors learning to become GPs. The practice has a patient population of approximately 11900. The practice is open every weekday between 8.30am and 6pm. Extended hours are provided on Thursday evenings until 8.30pm. The practice website clearly details how patients may obtain services out-of-hours.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 17 HSCA (RA) Regulations 2014 Good governance There was a lack of systems and processes established and operated effectively to ensure compliance with requirements to demonstrate good governance. In particular we found: The arrangements for identifying, recording and managing risks, issues and implementing mitigating actions were not operated effectively, in relation to the management of risk at the practice. The arrangements for ensuring staff were competent for their role, in relation to their mandatory training and appraisals was not operated effectively. This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

This section is primarily information for the provider

Enforcement actions

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these. We took enforcement action because the quality of healthcare required significant improvement.