

Lakeside Healthcare at Eaton Socon

Inspection report

274 Great North Road
Eaton Socon
St. Neots
PE19 8BB

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Date of inspection visit: 15 May 2019

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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 well-led?

Good



Overall summary

Lakeside Healthcare at Eaton Socon had been inspected previously on the following dates: -

3 December 2018 under the comprehensive inspection programme as part of our inspection of the provider (Lakeside Healthcare Partnership).

The practice was rated as Good overall with a Requires Improvement for providing a well-led service. All the population groups were rated as Good. A breach of legal requirements was found in relation to governance arrangements within the practice. A requirement notice was issued which required them to submit an action plan on how they were going to meet this requirement.

We carried out an announced focussed inspection at Lakeside Healthcare at Eaton Socon on 15 May 2019 as part of our inspection programme.

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.

We have rated the practice as Good for providing a well-led service because we found that they had made a lot of improvements to ensure good governance in accordance with the fundamental standards of care.

- The practice's systems for appropriate and safe handling of patient safety alerts and medicines needed further work to ensure they were fully embedded.

- Risks had been reviewed since the last inspection and outstanding actions had been completed.
- A system was in place to monitor and embed NICE guidance in clinical practice.
- The training and appraisal of staff had been reviewed. Further work was required to ensure all staff had completed the required training and appraisals were completed and signed.
- A new template had been put in place to ensure relevant staff received clinical supervision.
- The practice had taken steps to improve the identification and support for carers.
- Improvements to patient access had been put in place since the St Neots Hub had been put in place and patient satisfaction would be monitored.

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

- Continue to monitor the systems in place for the appropriate and safe handling of patient safety alerts and medicines.
- Continue to monitor the training, development and clinical supervision of all staff.
- Continue to monitor and improve patient satisfaction in respect of access to the service.

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

Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist advisor.

Background to Lakeside Healthcare at Eaton Socon

Lakeside Healthcare at Eaton Socon is a GP practice which provides primary medical care for approximately 11,754 patients living in Eaton Socon and surrounding areas.

The practice is part of the Lakeside Healthcare Partnership and the services are commissioned by Cambridgeshire and Peterborough Clinical Commissioning Group.

Lakeside Healthcare at Eaton Socon provides primary care services to local communities under a General Medical Services (GMS) contract, which is a nationally agreed contract between general practices and NHS England.

The practice currently has one location registered with the Care Quality Commission (CQC) which is Lakeside Healthcare at Eaton Socon, 274 Great North Road, Eaton Socon, St Neots. PE19 8BB

They are 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.

Since the last inspection a merger had taken place between Lakeside at Eaton Socon and Lakeside at Cedar House Surgery and from 1 May 2019 they would be known at Lakeside St Neots. As the CQC registration for this change is still in progress we only inspected Lakeside at Eaton Socon.

The clinical team comprises of six GP partners, 6 salaried GPs (two currently on maternity leave), one nurse consultant/advanced nurse practitioner, two advanced nurse practitioners, one paramedic practitioner, one clinical pharmacist, five practice nurses, six healthcare assistants. The clinical team is supported by a hub manager, one operations manager, two reception managers and an administrative and reception team.

The practice is a training practice and provides training to doctors learning to become GPs.

Patient demographics reflect the national average and information published by Public Health England and rates the level of deprivation within the practice population group as nine, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice population is predominantly white British (96%) along with small ethnic populations of Asian (1.6%) and mixed race (1.3%).

The practice is open between 8am and 6pm Monday, Tuesday, Wednesday and Friday. Thursday until 8.30pm. Extended hours are provided on Thursday evenings until 8.30pm.

There is a walk in centre on Tebbutts Road, St Neots, which is open daily between 8am and 8pm. The health centre will treat patients from Lakeside Healthcare at Eaton Socon from 6pm till they close at 8pm. When the practice is closed patients are also directed to contact the out-of-hours GP services by calling the NHS 111 service.

Extended Access appointments are available from 6.30pm to 8pm weekdays and from 8.30am to 2pm at weekends at Buckden, St Ives, Huntingdon and March. Extended Access appointments are for pre-bookable non-urgent consultations for GP's, practice nurses and healthcare assistants. This service is part of an Extended Access agreement which has been commissioned by NHS Cambridgeshire & Peterborough Clinical Commissioning Group.

The local NHS trust provides health visiting and community nursing services to patients at this practice.