

# Unity Healthcare

## Inspection report

Clements Surgery  
Greenfields Way  
Haverhill  
CB9 8LU  
Tel: 01440841300

Date of inspection visit: 19 October 2020  
Date of publication: 01/12/2020

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?	Good		
Are services caring?	Requires Improvement		
Are services responsive to people’s needs?	Requires Improvement		
Are services well-led?	Good		

# Overall summary

Suffolk GP Federation C.I.C., is the registered provider of this service. Suffolk GP Federation C.I.C is a community interest company and is the registered provider of two other locations and services are provided from various sites across Suffolk.

Unity Healthcare, previously known as Clements, Kedington and Steeple Bumpstead Surgery is referred to in this report as 'the practice'. The practice had taken on responsibility for Steeple Bumpstead Surgery from 31 October 2019, which became a branch site of the practice; this practice was rated inadequate overall in May 2019. Clements, Kedington and Steeple Bumpstead Surgery were previously called Christmas Maltings, Clements & Kedington Surgery.

The practice was previously inspected on 27 January 2019. The practice was rated inadequate for providing effective and well-led services, requires improvement for providing safe and responsive services and was rated good for providing caring services. This gave the practice an overall rating of inadequate and the practice was placed into special measures. The practice was issued with a warning notice for Regulation 17, Good governance. We carried out an announced comprehensive inspection on 21 August 2019 following six months in special measures. The practice was rated good for providing safe services, requires improvement for providing effective, caring and well led services and inadequate for providing responsive services. This gave the practice an overall rating of requires improvement and the practice remained in special measures.

We carried out an announced comprehensive inspection at the practice as the practice was in special measures. We took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering how we carried out this inspection. We therefore undertook most of the inspection processes remotely and spent less time on site. We conducted staff interviews between 8 October to 15 October 2020 and carried out a site visit on 19 October 2020.

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
- information from the emergency support framework call with the practice in June 2020 and
- information from the provider, patients, the public and other organisations.

We have rated this practice as **requires improvement** overall.

- Improvements had been embedded, with effective systems in place for medicines reviews, summarising and coding of medical records, prescribing, and the oversight of staff with extended roles.
- Patients received effective care and treatment that met their needs. Quality and Outcomes Framework (QOF) performance was now in line with and above the local and national averages. Systems were embedded to continue to monitor performance.
- Plans for improvement for the uptake of childhood immunisation and cervical screening were in place and performance was monitored monthly. Unverified data provided by the practice demonstrated an improvement in uptake in both these areas, with plans in place to continue to further improve.
- There was a culture of learning and support in the practice. The practice had been approved as a training practice for GPs with the Eastern Deanery.

We rated the practice as **good** for providing effective services. The population group working age adults was rated requires improvement because:

# Overall summary

- Although the practice had worked to improve the uptake of cervical screening, this remained below the national target of 80%.

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

Results from the National GP Survey results published in July 2020 had not improved. Although the practice had undertaken surveys of patients who had recent contact with the practice, this did not include the same questions to enable comparison. Some improvements had been made which were reflected in positive comments from patients, care home representatives and professionals and in surveys of patients who had recent contact with the practice demonstrated. These improvements needed to be sustained and embedded.

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

1. We found that some areas of the National GP Survey results published in July 2020 had improved. Since the on the day total triage model had been in operation, the practice was able to evidence through their recent patient surveys, decrease in complaints and increase in compliments that patient satisfaction regarding access had improved. Satisfaction rates needed to be sustained and further improved. The practice planned to review the monitoring data for incoming telephone calls, to ensure it identified any issues from a patient's perspective. This applied to all patients and therefore all population groups.

We saw one area of outstanding practice:

- The practice had been nominated for an NHS Parliamentary Award in the NHS futures category, due to their work in implementing eConsult, working with eConsult to improve the system and working with and sharing the system and learning with wider NHS organisations.

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

- Continue work to monitor and further improve the uptake of childhood immunisations and cervical screening.
- Continue to monitor and embed improvements made in relation to timely access to care and treatment. This is to ensure improvements to patient satisfaction is sustained and further increased.
- Review how to improve the monitoring data for incoming telephone calls to further improve access.

This service was placed in special measures in January 2019. I am taking this service out of special measures. This recognises the significant improvements made to the quality of care provided by 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

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

## Our inspection team

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

## Background to Unity Healthcare

- The name of the registered provider is Suffolk GP Federation C.I.C. (Suffolk Fed). The provider is a community interest company, limited by shares. There is a Suffolk GP Federation C.I.C board which is made up of the registered manager, a Caldicott guardian, a GP, an accountable officer for controlled drugs, safeguarding and information governance leads. The provider is also registered to provide regulated activities at two other locations.
- The provider is registered with the Care Quality Commission to provide the regulated activities of diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.
- The practice operates from the main location at Unity Healthcare, Greenfields Way, Haverhill, CB9 8LU, and from the branch sites at Kedington Surgery, 36 School Road, Kedington, Suffolk CB9 7NG and Steeple Bumpstead, 10 Bower Hall Drive, Steeple Bumpstead, Haverhill, Suffolk, CB9 7ED. Unity Healthcare is open from 8am to 6.30pm Monday to Friday. The dispensary, based at Unity Healthcare is open Monday to Friday from 9am to 11am and from 3.30pm to 6.30pm. Due to COVID-19, the two branch sites have been temporarily closed, however the site at Kedington reopened at the beginning of October. It is open between 10.15am to 11.45am every Wednesday morning to allow for the collection of prescriptions as a pick up point only.
- Unity Healthcare provides services to approximately 18,400 patients in a semi-rural area in Suffolk.
- Out of hours care is provided by Suffolk GP Federation C.I.C. via the NHS 111 service.
- We reviewed the most recent data available to us from Public Health England which showed that the patient population has a slightly higher than average percentage of patients aged under 18 compared with practice average across England. The level of deprivation within the practice population group is rated as seven, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 81 years for men, which is above the England average of 79 years. Female life expectancy is 83 years for women, which is the same as the England average.