Linden Hall Surgery

Inspection report

Station Road
Newport
TF10 7EN
Tel: 01952820400

Date of inspection visit: 17/10/22
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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?	Requires Improvement
Are services effective?	Good
Are services caring?	Good
Are services responsive to people's needs?	Good
Are services well-led?	Good

Overall summary

We carried out an announced comprehensive at Linden Hall Surgery on 17 October 2022 Overall, the practice is rated as good.

Safe - requires improvement

Effective - good

Caring - good

Responsive - good

Well-led - good

Following our previous inspection on 14 July 2016, the practice was rated good overall and for all key questions.

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

Why we carried out this inspection

We carried out this inspection due to the length of time the practice was previously rated. We assessed all key questions.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit to the main site and the Muxton branch practice.
- Staff feedback questionnaires.

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.

We found that:

- Recruitment checks were not always carried out in accordance with regulations.
- Not all health and safety risks had been assessed and appropriate actions taken.

Overall summary

- Vaccines were appropriately stored but not monitored effectively to ensure they remained safe and effective.
- Not all staff were up to date with training in safe working practices.
- Not all medical alerts had been acted on.
- Patients received effective care and treatment that met their needs. The uptake rates of breast and bowel cancer screening were above the local and national averages.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way. The practice achieved higher than local and national averages for providing responsive services within the national patient survey.
- Patients were very positive about the service. All four indicators from the national GP survey for providing caring services were above the local and national averages. Ninety eight point nine percent of respondents to the GP patient survey stated that during their last GP appointment they had confidence and trust in the healthcare professional they saw or spoke to.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

We found one breach of regulations. The provider **must**:

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

The provider **should**:

- Continue to improve cervical cancer screening uptake and childhood immunisations for those aged five years.
- Improve the quality of recording of significant events.

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

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector and a second inspector who spoke with staff using video conferencing facilities and undertook a site visit at the main practice and the Muxton branch practice. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Linden Hall Surgery

Linden Hall Surgery is located in Newport, Shropshire at:

Station Road

Newport

Shropshire

TF10 7EN

The practice has a branch sites at:

- Linden Hall Surgery (Muxton), Muxton Lane, Muxton, Telford, Shropshire TF2 8PF

As part of this inspection, we carried out site visits to the main site in Newport and the branch site in Muxton.

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.

The practice offers services from both the main practice in Newport and the branch surgery in Muxton. Patients can access services at either surgery. The Harper Adams University site provides medical services for students studying at the university.

The practice is situated within the Shropshire, Telford and Wrekin Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 14336. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices known as Newport and Central Primary Care Network (PCN) consisting of four local practices working at scale providing services to a population of around 56,000 patients.

Information published by Public Health England shows that deprivation within the practice population group is in the ninth decile (nine of 10). The higher the decile, the least deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is, 96.5% White, 2% Asian, 0.8% Mixed and 0.4% Black.

There are more male and female patients registered at the practice aged 20-24 and fewer patients who are aged 60 and over.

There is a team of four GP partners, five salaried GPs, one GP retainer, three nurses, three health care assistants and one GP assistant in training. They are supported by a practice manager and a team of reception, administrative and IT staff. The practice manager is based at the main location to provide managerial oversight.

The main practice in Newport is open between 8am to 6pm Monday to Friday. The branch practice in Muxton is open between is 8am and 1pm and from 2pm and 5pm Monday to Friday.

The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided on a Wednesday evening at the main site between 6.30pm and 8pm. Patients can also access weekday evening and weekend appointments at other locations within the primary care network (PCN) where evening and Saturday appointments are available.

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 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 Family planning services Maternity and midwifery services Treatment of disease, disorder or injury	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment • Recruitment checks were not carried out in accordance with regulations. • Not all health and safety risks had been assessed and appropriate actions taken. • Vaccines were appropriately stored but not monitored effectively to ensure they remained safe and effective. • An assessment had not been completed to mitigate any potential risks for medicines not held in the event of a medical emergency. • Not all staff were up to date with training in safe working practices. • Not all medical alerts had been acted on. This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.