

The Cottons Medical Centre

Inspection report

The Cottons
Meadow Lane, Raunds
Wellingborough
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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 inspection at The Cottons Medical Centre on 2 and 3 December 2020 as the practice had previously been rated inadequate and was put in special measures in February 2020.

We are mindful of the impact of the COVID 19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID 19 pandemic when considering what type of inspection was necessary and proportionate. This is why there was a delay in re-inspecting this service.

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 requires improvement in safe. We have rated this practice as good for all population groups except the population group people with long-term conditions which is rated as requires improvement.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The Patient Participation Group was positive about their relationship with the practice. They felt supported, appreciated and valued, and commented positively on the practice's response during the pandemic.
- The practice now had a comprehensive system in place to learn from significant events
- The practice had a system to manage and learn from complaints.
- The practice had a plan to be and made progress in summarising patient records including recruiting and training extra staff to help with this.
- The practice had carried out quality audits over the last 12 months to improve outcomes for patients.

The areas where the provider must make improvements are:

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

In addition, the provider should:

- Continue to monitor the summarisation of records.
- Continue to review historic MHRA alerts to ensure that any actions needing to be taken are completed.

I am taking this service out of special measures. This recognises the significant improvements that have been made to the quality of care provided by this 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

| | | |
|---|----------------------|---|
| Older people | Good |  |
| People with long-term conditions | Requires Improvement |  |
| 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 CQC pharmacist specialist and two further CQC inspectors. We carried out a combination of remote working and limited on-site activity.

Background to The Cottons Medical Centre

The Cottons Medical Centre provides a range of services under a General Medical Services (GMS) contract which is a nationally agreed contract between general practices and NHS England. The practice's services are commissioned by Northamptonshire Clinical Commissioning Groups (CCG).

The practice serves a population of approximately 9,933 patients.

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

The service at the practice is provided by three GP partners, two salaried GPs, three Nurse Practitioners, two Nurses and one Health Care Assistant. The team is supported by a Practice Manager, one Deputy Practice Manager, one Senior Administrative Assistant, five Administrative Assistants and five Receptionists/Care Navigators.

The practice is open between 8am and 6.30pm Monday, Tuesday, Wednesday and Friday and late evening on a Thursday until 7.30pm.

The practice population is predominantly white British (97.5%) along with small ethnic populations of Asian (0.9%) and mixed race (0.9%).

The Cottons Medical Centre has one location registered with the Care Quality Commission (CQC).

The Cottons Medical Centre is located at Meadow Lane, Raunds, Wellingborough. NN9 6UA

and provides the regulated activities of Family planning, Treatment of disease, disorder or injury, Surgical procedures, Diagnostic and Screening procedures and Maternity and Midwifery services.

The local NHS trusts at Kettering General Hospital and Northampton General Hospital NHS Trust provides health visiting and community nursing services to patients at this practice.

Patients can access extended hours appointments. Additional same day and booked appointments are provided by GPs, Nurse Prescribers, Clinical Pharmacists, Practice Nurses and other clinicians outside of the core General Practice hours.

6.30pm to 8pm Monday to Friday.

8.30am to 12 midday Saturday and Sunday.

Bank Holidays 8.30am to 12 midday.

When the practice is closed patients are directed to contact the out-of-hours GP services by calling the NHS 111 service.

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 Surgical procedures | <p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>Care and treatment must be provided in a safe way for service users</p> <p>Monitoring information such as blood test results and Creatinine Clearance calculations was not always available in patient records to enable safe prescribing of high risk medicines. Reviews of patients on long-term medicine for asthma had not always taken place in line with guidelines.</p> <p>This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p> |