

Beacon Medical Practice

Inspection report

Churchill Avenue
Skegness
Lincolnshire
PE25 2RN
Tel: 01754897000
www.beaconmedicalpractice.com






Date of inspection visit: 22 November 2019
Date of publication: 03/04/2020

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

Inadequate 

Are services safe?	Inadequate 
Are services effective?	Inadequate 
Are services caring?	Requires improvement 
Are services responsive?	Inadequate 
Are services well-led?	Inadequate 

Overall summary

We carried out an announced comprehensive inspection at Beacon Medical Practice on 20 and 22 November 2019 as a result of concerns we had been made aware of. We had previously inspected this practice on 18 July 2018 when we rated the practice as Good overall.

We have rated this practice as inadequate overall. We have rated all the population groups as inadequate as the issues in the safe, effective, responsive and well-led key questions affected all patients. Because of our concerns we imposed conditions on the provider registration.

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 rated the practice as **inadequate** for providing safe services because:

- The practice did not have clear systems and processes to keep patients safe.
- The practice did not have appropriate systems in place for the safe management of medicines.

We rated the practice as **inadequate** for providing effective services because:

- Patients with some long-term conditions were not having their health care needs met.
- Cervical cancer screening uptake was below target.
- The practice had high numbers of patients who attended A&E services and high numbers of unplanned admissions to secondary care. The provider had not taken any action to address these issues.

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

- Feedback from patients on NHS Choices, the CCG listening clinic and GP Patient Survey showed dissatisfaction.

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

- There was patient dissatisfaction regarding access to and the number of clinical appointments available.

- Our own analysis of appointment availability supported the premise that there were insufficient numbers of clinical appointments available.
- The provider had not taken any action to address the shortfall and had reduced the number of GP appointments available.

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

- Leaders could not show that they had the capacity and skills to deliver high quality, sustainable care.
- While the practice had a vision, that vision was not supported by a credible strategy.
- The practice culture did not effectively support high quality sustainable care.
- The overall governance arrangements were ineffective.
- The practice did not have clear and effective processes for managing risks, issues and performance.

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

- Ensure that care and treatment is provided in a safe way.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

I am placing this service in special measures. Services placed in special measures will be inspected again within six months. If insufficient improvements have been made such that there remains a rating of inadequate for any population group, key question or overall, we will take action in line with our enforcement procedures to begin the process of preventing the provider from operating the service. This will lead to cancelling their registration or to varying the terms of their registration within six months if they do not improve.

The service will be kept under review and if needed could be escalated to urgent enforcement action. Where necessary, another inspection will be conducted within a further six months, and if there is not enough improvement, we will move to close the service by adopting our proposal to remove this location or cancel the provider's registration.

Special measures will give people who use the service the reassurance that the care they get should improve.

Overall summary

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

Our inspection team

Our inspection team was led by a CQC inspector and included a GP specialist advisor, a practice manager specialist advisor and a practice nurse specialist advisor.

Background to Beacon Medical Practice

Beacon Medical Practice is a GP practice which provides a range of primary medical services to 22,068 patients in Skegness and neighbouring villages. The practice has one location registered with the Care Quality Commission (CQC). This is at Churchill Avenue, Skegness, Lincolnshire. PE25 2RN. There are branch surgeries at Beacon Medical Practice Ancaster Avenue, Chapel St Leonards, PE24 5SL and Beacon Medical Practice Ingoldmells, Skegness Road, Ingoldmells, Lincolnshire, PE25 1JL. We visited all three premises as part of our inspection.

The provider of services is registered with the Care Quality Commission as Beacon Medical Practice which is a partnership.

The provider is registered to provide the regulated activities of;

Diagnostic and screening procedures

Family planning services

Maternity and midwifery services

Surgical procedures

Treatment of disease, disorder or injury

Services are commissioned by Lincolnshire East Clinical Commissioning Group (CCG).

The service is provided by six GP partners, two salaried GPs, one GP Registrar, three nurse practitioners, two emergency care practitioners, four practice nurses, six health care assistants, a dispensary team leader and dispensers. They are supported by an operations manager, a data manager and a team of reception and administration staff.

There are a high number of temporary residents who use the services of the practice, particularly between April and September. The number varies year on year but is typically between 6,000 and 10,000 patient registrations per annum.

The practice was able to offer dispensing services to those patients who lived more than one mile (1.6km) from their nearest pharmacy. There are dispensaries located at the branch surgeries at Chapel St Leonards and Ingoldmells.

The practice has a higher than average number of older people as patients with 28.5% being aged 65 or over. This compares to the national average of 17.3%. There are fewer younger people aged 18 and under registered with the practice, 16.6% compared to the national average of 20.7%.

The number of patients with a long-term health condition, 59.6%, is higher than national average of 51.2%

Life expectancy for both males (76 years) and females (80 years) is below the national average of 79 and 83 years respectively.

The practice lies within the first decile of deprivation, where one is the most deprived and ten the least deprived.

The practice has opted out of the requirement to provide GP consultations when the surgery is closed. The out-of-hours service is provided by Lincolnshire Community Health Services NHS Trust which can be accessed through NHS111.