

Mayflower Medical Group - Stirling Road Surgery

Inspection report

Stirling Road

Plymouth

PL5 1PL

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access-health-care

Date of inspection visit: 21 September 2021

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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

Inadequate



Are services safe?

Inadequate



Are services effective?

Inadequate



Are services caring?

Requires Improvement



Are services responsive to people's needs?

Inadequate



Are services well-led?

Inadequate



Overall summary

We carried out a desk based review of Mayflower Medical Group on 21 September 2021. The ratings have not changed because we did not visit the practice.

Safe - Inadequate

Effective - Inadequate

Caring – Requires Improvement

Responsive - Inadequate

Well-led - Inadequate

Following our previous inspection on 26 May 2021 the practice was rated Inadequate overall and for all key questions except caring which was rated as requires improvement.

We issued the provider with requirement notices for breaches of Regulations of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, related to staffing in regards to training, professional development, supervision and appraisal of staff.

We also issued the provider with warning notices for breaches of Regulations of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, related to safe care and treatment and good governance.

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

Why we carried out this review

We have continued to monitor the provider's progress against their action plan which included regular meetings with the provider and Devon Clinical Commissioning Group.

To gain further assurances we undertook a remote regulatory assessment on 21 September 2021. During the assessment we reviewed Mayflower Medical Group – Stirling Road Surgery clinical records system which included the practice's management system and a sample of patient's electronic records.

Our findings

We found that:

- 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.
- There was not a process in place for monitoring patients' health in relation to the use of medicines including high risk medicines (for example, warfarin, methotrexate and lithium) with appropriate monitoring and clinical review prior to prescribing.

Overall summary

- The practice did not manage safety alerts effectively or provide evidence that patient medical alerts were actioned and managed appropriately.
- Effective systems and processes to ensure good governance were not in place.

Following this inspection and due to the seriousness of the continuing concerns found, the CQC, served a Letter of Intent under Section 31 of the Health and Social Care Act 2008. This was because the Commission had reasonable cause to believe that unless it acts under this section any person will or may be exposed to the risk of harm. This letter offered the registered provider the opportunity to put forward documentary evidence which may provide assurance that the risks identified had already been removed or were immediately being removed.

Following on from the desk top review and the Letter of Intent, subsequently issued, the practice submitted to us an action plan outlining how they would make the necessary improvements to comply with our findings.

We found two breaches of regulations. The provider **must**:

- Ensure care and treatment is provided in a safe way to patients with an effective programme of monitoring and support to meet their needs.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

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 lead inspector who spoke with staff using video conferencing facilities and undertook a desk top review. 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 Mayflower Medical Group - Stirling Road Surgery

Mayflower Medical Group is located in Plymouth at:

Mayflower Medical Group- Stirling Road

Stirling Road

Plymouth

PL5 1LP

The practice has 5 branch surgeries at:

Ernesettle Medical Centre

Ernesettle Green

Plymouth

PL5 2ST

Mount Gould Medical Centre

200 Mount Gould Road

Plymouth

PL4 7PY

Trelawny GP Surgery

45 Ham Drive

Plymouth

PL2 2NJ

Mannamead Surgery
22 Eggbuckland Road
Mannamead
Plymouth, PL3 5HE
Collings Park Surgery (currently closed)
57 Eggbuckland Road
Hartley
Plymouth
PL3 5JR

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning, treatment of disease, disorder or injury and surgical procedures. These are delivered from all five sites.

The practice offers services from the main practice and the branch surgeries. Patients can access services at all surgeries.

The practice is situated within the Devon Clinical Commissioning Group (CCG) and delivers Alternative Provider Medical Services (APMS) service to a patient population of about 38,900. Mayflower Medical Group has evolved over the past four years as Independent Practitioner Practices and other organisations resigned their contracts to provide GMS/PMS services. Access Health Care Ltd was commissioned to run the practices and prepare for a procurement process that is now due to occur in April 2022. The Practice is exclusively a salaried service, Access Health Care Ltd being a subsidiary of Devon Doctors a Community Interest Company. Mayflower Medical Group use the Devon Doctors shared services for HR, finance and some governance processes.

Information published by Public Health England report deprivation within the practice population group as two on a scale of 1 to 10. Level one represents the highest levels of deprivation and level 10 the lowest. The age distribution of the practice population closely mirrors the local and national averages.

There is a team of six salaried GPs two of which are clinical leads and a team of remote GPs. The practice team also consisted of advanced nurse practitioners, practice nurses, healthcare assistants and paramedics. They were supported by a management team, administrators and call handlers.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most appointments, following an EConsult were telephone consultations. If the patient was in need of a face-to-face appointment then the patient is offered a choice of either the main GP location or one of the branch surgeries.

Out of hours services are provided by Devon Doctors.

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 Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <ul style="list-style-type: none">• There was not a system for effective recorded information to support that prescribers' competencies and decision making was checked by GPs.• The Mayflower Medical Group did not have effective governance procedures for patients prescribed high risk medicines to ensure they received appropriate monitoring.• Processes were not established to ensure patients affected by Medicines and Healthcare products Regulatory Agency (MHRA) alerts, were routinely reviewed. <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>
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>The provider had failed to do all that is reasonably practicable to mitigate risks to the health and safety of service users of receiving care or treatment.</p> <p>We found:</p> <ul style="list-style-type: none">• The arrangements for identifying, recording and managing risks, issues and implementing mitigating actions were not operated effectively.

Requirement notices

- Ineffective systems in relation to the receipt and management of relevant Patient Safety Alerts, recalls and rapid response reports issued from the Medicines and Healthcare products Regulatory Agency (MHRA) and through the Central Alerts System (CAS).

This was in breach of Regulation 12(2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

There was additional evidence that safe care and treatment was not being provided. In particular:

- The practice systems in place to ensure that patients on high-risk medicines were appropriately monitored were not always effective.
- The arrangements for the identification and actioning of medicine safety alerts were not fully effective.

This was in breach of Regulation 12(2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.