

Coniston Medical Practice

Inspection report

Wraysdale House
Coniston
Cumbria
LA21 8ER
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Date of inspection visit: 18 February 2020
Date of publication: 05/03/2020

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.

Overall summary

We carried out an announced comprehensive inspection at Coniston Medical Practice on 18 September 2019 following our annual review of the information available to us.

The inspection looked at the following key questions: Safe, Effective and Well-led. We did not specifically inspect the Caring or Responsive key questions and those ratings therefore remained unchanged based on the findings from the last inspection in May 2015.

The inspection report can be found by selecting the 'all reports' link for Coniston Medical Practice on our website at <https://www.cqc.org.uk/location/1-541107281>.

We issued a warning notice for breaches of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Good Governance). This inspection was an announced focused inspection undertaken on 18 February 2020 to confirm the practice had carried out their plan to meet the legal requirements in relation to the breaches identified within the warning notice.

At this inspection we found:

- A programme of continuous quality improvement had been introduced; new audit processes allowed for better identification of patients missed from patient chronic disease registers.
- The coding of patient problems and diagnoses had been improved and staff had received some training to allow for this to happen in the absence of the GP partners.
- A new procedure to manage patient safety alerts effectively had been introduced.

- Processes for the management of patient medicines had been improved. There were new systems in place to enable timely reviews of medicines and for monitoring patients taking high-risk medicines.
- A new system of call and recall of patients had been put in place to allow for patients to receive effective reviews of their health conditions.
- The practice had supplied their own emergency oxygen and equipment on the premises so they did not need to rely on oxygen being available off-site.
- Staff had been empowered to manage new governance systems such as monitoring the patient health review system, cervical cytology and the monitoring system for patients taking high-risk medicines.
- We saw there were new governance systems in place for the effective management of tasks to ensure a safe and effective service was maintained.

At our previous inspection on 18 September 2019, we rated the practice as inadequate and placed the service into special measures. As per our published inspection methodology, a further full comprehensive inspection visit will be carried out within six months of the publication date of the inspection report, to monitor the work the practice has started to produce the required improvements to the service and provide a new rating. No ratings have changed as a result of this inspection.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

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

Background to Coniston Medical Practice

Coniston Medical Practice is registered with the Care Quality Commission to provide primary care services. It is located in the village of Coniston in Cumbria. The practice provides services to around 1033 patients from one location; Wraysdale House, Coniston Cumbria, LA21 8ER.

The practice has two GP partners (one male and one female), and three staff who carry out reception, administrative and dispensing duties. There are no nursing staff or a practice manager.

The practice is part of Morecambe Bay clinical commissioning group (CCG). The practice is situated in an area of relatively low levels of deprivation. The practice population is made up of a significantly higher than average proportion of patients over the age 65 (27.4% compared to the national average of 17.3%).

The practice is located in a converted two-storey building. All patient facilities are on the ground floor. Access to the

building is via a number of steps, alternative arrangements are made to ensure those patients using wheelchairs or pushing prams can access services, such as providing home visits.

Surgery opening times at the practice are between 9:00am and 6:00pm Monday, Tuesday and Friday, from 9:00am until 12.30pm on Wednesdays and between 9:00am and 6.30pm on Thursdays. Patients can book appointments in person or by telephone. Due to the rural location, the practice has an on-site dispensary.

The practice provides services to patients of all ages based on a General Medical Services (GMS) contract agreement for general practice. The service for patients requiring urgent medical attention out of hours is provided by the 111 service and Cumbria Health On Call (CHOC), however the GPs make themselves available as required.