

Coniston Medical Practice

Inspection report

Wraysdale House
Coniston
LA21 8ER
Tel: 01539441205

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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 focused inspection at Coniston Medical Practice on 18 September 2019. The inspection looked at the following key questions: Safe, Effective and Well-led. We did not inspect the caring or responsive key questions and therefore the ratings remained unchanged based on the findings from the previous inspection in May 2015.

Following our inspection in September 2019, we rated the practice inadequate overall and also for the safe and well-led key questions. The effective key question was rated requires improvement. The practice was placed in special measures.

At our inspection in September 2019, we identified that governance systems and processes were not effective in relation to clinical coding and the management of safety alerts, medicine reviews and high-risk medicines.

Following the inspection in September 2019, we issued a requirement notice for breaches of Regulation 12 (Safe Care and Treatment) and a warning notice for breaches of Regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We then undertook an announced focused inspection 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.

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

This inspection was undertaken following the period of special measures and was an announced comprehensive inspection on 2 November 2020.

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 for all key questions except for safe which was rated **requires improvement**. All the population groups were also rated **good**.

We have rated the practice as **requires improvement** overall for providing safe services because:

- We were not assured that the management of premises safety checks for services and equipment was effective.
- Systems for the appropriate and safe use of medicines, including medicines optimisation were in need of review. The management of patients on high-risk drugs and some patients with long term conditions was sub optimal and the storage of refrigerated vaccines was not monitored correctly in line with best practice guidance.

We have rated the practice as **good** overall for providing effective, caring, responsive and well-led services because:

- Staff were consistent and proactive in helping patients to live healthier lives.
- The practice obtained consent to care and treatment in line with legislation and guidance.
- Staff treated patients with kindness, respect and compassion.
- Patients were involved in decisions about their care and treatment.
- The practice respected patients' privacy and dignity.
- The practice organised and delivered services to meet patients' needs.
- People were able to access care and treatment in a timely way.

Overall summary

- Systems were in place to enable patients to raise complaints and provide feedback on the quality of care provided.
- There were improved responsibilities, roles and systems of accountability to support good governance and management.
- There were improved systems and processes for managing risks, issues and performance.
- There was a demonstrated commitment to using data and information proactively and to support decision making.
- The practice involved the public, staff and external partners to sustain high quality care.
- There were systems and processes for learning, continuous improvement and innovation.

We saw the following outstanding practice:

- The service provided by Coniston Medical Practice was personalised, holistic and patient focused. The GP partners often saw patients outside normal surgery hours to respond to the clinical needs of patients and to reduce the pressure on secondary care and emergency services.

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

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

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

- Ensure appropriate forms and referral processes are utilised for all two-week-wait referrals and provide additional coding training for non-clinical staff.
- Continue to improve the uptake rate for cervical cancer screening.
- Revise the standard operating procedures for the dispensary to include managing uncollected medicines and controlled drugs ordering and audit.
- Update the recruitment policy to ensure all information listed in schedule 3 of the Health and Social Care Act (Regulated Activities) Regulations 2014 is obtained for new employees.
- Record the maximum and minimum fridge temperatures in addition to the actual temperature.
- Review systems for the management of patients on high risk medicines to ensure they are undertaken in accordance with best practice.

I am taking this service out of special measures. This recognises the improvements 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	Good	
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

The inspection team was led by a CQC inspector who coordinated the inspection, requested and reviewed evidence and undertook calls remotely with patients, staff and a clinician prior to the site visit. The on-site inspection activity was undertaken by another CQC inspector, a Pharmacist Specialist and 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 1030 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.

Patients can book appointments 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.

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	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment The registered person had failed to demonstrate that all services and equipment used in the premises had been inspected and /or tested by a competent or qualified person using appropriately calibrated test equipment. In particular: the condition of the electrical wiring installation, the testing and calibration of clinical equipment and the full range of portable appliances used in the practice.