

# Dr Barber and Partners

## Inspection report

Parklands Surgery  
Wymington Road  
Rushden  
NN10 9EB  
Tel: 01933396000  
[www.parklandssurgery.co.uk](http://www.parklandssurgery.co.uk)

Date of inspection visit: 6 December 2022  
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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?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Requires Improvement 

# Overall summary

We carried out an announced comprehensive inspection at Dr Barber and Partners on 6 December 2022, this included remote interviews on the 5 December, and a site visit on 7 December 2022. Overall, the practice is rated as **Good**.

Safe – Good.

Effective – Good.

Caring – Good.

Responsive – Good.

Well-led – Requires Improvement.

## Why we carried out this inspection

Following our previous inspection on 5 February 2015, the practice was rated **Good** overall and for all key questions.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Dr Barber and Partners on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

We undertook this inspection as part of a random selection of services rated Good and Outstanding to test the reliability of our new monitoring approach.

## How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice’s patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit of the practice.

## Our findings

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 found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

# Overall summary

- Where we identified gaps in staff training the practice responded in a timely manner to reduce risks to patients and staff.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way. Patient satisfaction with the service was good.
- The practice employed a community advanced nurse practitioner who supported patients at home and in local care homes.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- We found governance systems relating to oversight of staff training needed strengthening.

We found one breach of regulations. The provider **must**:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

In addition, the provider **should**:

- Continue to review staff recruitment systems, particularly those relating to disclosure and Barring Checks (DBS) for non-clinical staff to ensure risks remain minimised.
- Continue to encourage and engage patients to attend for cervical screening.
- Consider undertaking repeat cycle clinical audits to monitor improvements made.

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

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. 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 Dr Barber and Partners

Dr Barber and Partners is located in Northamptonshire at:

Parklands Surgery

Wyminton Road

Rushden

NN10 9EB.

The purpose-built premises also includes a community pharmacy.

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

The practice is situated within the Northamptonshire Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of almost 13,000. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices known as the East Northants Primary Care Network (PCN). This consists of 10 practices in total working together to provide services to the local population.

Information published by Public Health England shows that deprivation within the practice population group is 7 out of 10. The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 95.7% White, 1.6% Asian, 1.1% Black, 1.4% Mixed, and 0.2% Other.

The age distribution of the practice population closely mirrors the local and national averages, although there are more older people registered at the practice compared to averages.

There is a team of 5 GP partners and 2 salaried GPs (male and female). The practice has a team of 5 nurses who provide nurse led clinics for long-term conditions. In addition, there are two nurse practitioners, a community advanced nurse practitioner, a nursing associate (trainee) and a dedicated nurse administrator. The GPs are supported at the practice by a practice manager and a team of reception/administration staff.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Additional extended access is provided locally on a rota basis with the practice's PCN to provide access between 6.30pm and 8pm on weekday evenings and between 8.30am and 5.00pm on Saturdays. Out of hours services are provided by NHS 111 services.

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> <p>There were no systems or processes that ensured the registered person had maintained securely such records as are necessary to be kept in relation to persons employed in the carrying on of the regulated activity or activities. In particular:</p> <ul style="list-style-type: none"><li>• Staff in leadership roles were unable to demonstrate that they were effectively monitoring training needs.</li><li>• We found multiple gaps in staff training records including but not limited to safeguarding, infection control, fire safety and equality and diversity.</li></ul> <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>