

Lakeside Medical Centre

Inspection report

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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?

Good



Are services well-led?

Good



Overall summary

We carried out an announced comprehensive inspection at Lakeside Medical Centre on 12 February 2019 as part of our inspection programme.

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 good for all population groups.

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

- The practice could not demonstrate that all staff received vaccinations and immunisations relevant to their role and that information related to staff immunisation status was recorded.
- The practice could not demonstrate that safe recruitment practices were completed for all staff.
- The practice did not have all the recommended emergency medicines available at the practice and had not completed risk assessments.
- Emergency medicines were not all immediately accessible to staff because they were stored in different areas of the practice.
- There was a lack of records to demonstrate that the provider had ensured that all staff were up to date with immunisations relevant to their role.
- Fire marshals were not named in the fire safety policy and evidence that they had been trained for the role was not available.

- A risk assessment had not been completed for radiators to mitigate any risk of potential scalding or burning.
- The provider had not taken prompt action to replace the defibrillator that was not working or put a risk assessment in place to mitigate any level of risk while waiting for a decision.

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

- Staff understood and fulfilled their responsibilities to raise concerns, and to report incidents and near misses. When incidents did happen, the practice learned from them and improved their processes.
- 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.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

The areas where the provider must make improvements are:

- Care and treatment must be provided in a safe way for service users.

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

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

Background to Lakeside Medical Centre

The Royal Wolverhampton NHS Trust (RWT) has been the registered provider for Lakeside Medical Centre since February 2017. All staff have transferred to RWT and are salaried employees of the Trust.

Lakeside Medical Centre is a well-established GP practice situated in Perton, Wolverhampton. The practice operates from a purpose built healthcare facility. There is access for patients who use wheelchairs. The practice has a higher proportion of patients between the ages of 18 and 65 years (40%) compared with the local average of 33% and the average across England of 35%. At the time of our inspection, the practice had approximately 5,746 registered patients. The ethnicity of patients registered at the practice was approximately 92% white. The remaining 8% were identified as Asian, mixed race, black and other race. The practice is in the least deprived decile in the city. This may mean that there is a decreased demand on the services provided.

Lakeside Medical Centre is a member of the NHS South East Staffordshire and Seisdon Peninsular Clinical Commissioning Group (CCG). The practice provides services to patients of all ages based on a General Medical Services (GMS) contract with NHS England for delivering primary care services to their local community.

Services provided at the practice include the following clinics; long-term condition management including asthma, diabetes, minor surgery, hypertension (high blood pressure) and immunisation. The practice does not provide an out-of-hours service to its own patients but patients are directed to the out of hours service, Vocare, via the NHS 111 service. The level of income deprivation affecting children is 9%, which is lower than the National average of 20%. The level of income deprivation affecting older people is 13% also lower than the National average of 20%.

The team of clinical staff at lakeside Medical Practice is made up of two salaried GPs (two female). The GPs work a total of 18 sessions between them. Other clinical staff include a practice nurse, a clinical pharmacist and a health care assistant. The practice nurse and health care assistant work part time. The clinical staff are supported by a practice manager, and administration and reception staff. There are 14 staff working at the practice either full or part time hours.

Additional information about the practice is available on their website:

www.lakesidemedicalcentre.co.uk

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 the service provider was not meeting. The provider must send CQC a report that says what action it is 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 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met:</p> <ul style="list-style-type: none">• The practice could not demonstrate that all staff files contained the required evidence to confirm that safe recruitment practices were followed at all times.• Risk assessments had not been completed for recommended emergency medicines not held at the practice.• Emergency medicines were not easily accessible and not all staff were aware of their location.• The practice could not demonstrate that all staff received vaccinations and immunisations relevant to their role.• The practice could not demonstrate that fire marshals were appropriately trained and named in the fire safety policy.• Risk assessments were not completed for radiators to mitigate any risk of potential scalding or burning.• Clear systems were not in place to support prompt action when equipment was found to be faulty or not working.