

Marisco Medical Practice

Inspection report

Stanley Avenue
Mablethorpe
LN12 1DP
Tel:

Date of inspection visit: 10 August 2022
Date of publication: 03/11/2022

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?

Good 

Overall summary

We carried out an announced inspection) at Marisco Medical Practice on 10 August 2022 Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 24 November 2021 the practice was rated Requires Improvement overall and specifically Requires Improvement for providing effective, responsive and well-led services. It was rated as Good for providing safe and caring services.

At that inspection we found that:

- The process for dealing with complaints and significant events needed improvement
- There was dissatisfaction with access to the practice by telephone and the telephony system was not operating as it should.
- Some patients with long term conditions had not received the required monitoring.
- Childhood immunisations and cervical cancer screening uptake was low.
- There was no effective system to manage the risk emanating from sub-optimal monitoring of patients.

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

Why we carried out this inspection

This inspection was a comprehensive inspection to follow up on:

- The findings from our previous inspection.

How we carried out the inspection.

Throughout the pandemic CQC has continued to regulate and respond to risk. However, considering the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider

Overall summary

- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A site visit

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 have rated this practice as Good overall.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- 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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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-centred care.

However, the practice should:

- Continue to address the low uptake of cervical cancer screening.

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 and an additional CQC 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 Marisco Medical Practice

Marisco Medical Practice is located at:

Stanley Avenue

Mablethorpe

Lincolnshire

LN12 1DP

The practice has a branch surgery at:

The Broadway

Sutton-on-Sea

Lincolnshire

LN12 2JN

The provider is a partnership and 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
- surgical procedures.

These are delivered from both sites. We did not visit the branch as part of this inspection.

The practice is situated within the Lincolnshire Integrated Care System and delivers General Medical Services (GMS) to a patient population of about 14,538. This is part of a contract held with NHS England. The practice list is weighted to 22,310 which reflects the healthcare needs of its patient population. The reason for weighting for patient demographics is that certain types of patients place a higher demand on practices than others. The adjustment for deprivation acknowledges that deprived populations have higher health needs than less deprived populations with a similar demographic profile.

The practice is part of a wider network of GP practices known as a First Coastal Primary Care Network.

Marisco's practice population is strikingly different from the Lincolnshire and England averages. It has the highest number of patients aged 65 and over, the highest deprivation score (which has worsened over the last five years), the fourth highest number of patients with a long-term condition and the lowest number aged 18 and under.

Information published by Public Health England shows that deprivation within the practice population group is in the first decile (one of 10). The lower the decile, the more deprived the practice population is relative to others.

Life expectancy for males (76.1) and for females (80.1) is below the England average of 79.5 for males and 83.1 for females.

1.0% of Marisco's population are from BAME groups, lower than the Lincolnshire average of 2%.

The practice's deprivation score in 2019 was 46.6, much higher than the Lincolnshire average (19.9) and England average (21.7).

There are stark differences between Marisco Medical Practice and the rest of the ICB in terms of disease prevalence.

In 2021, 75.2% of the practice's population had a long-term health condition; higher than the Lincolnshire average of 56.3% and the England average of 51.1%. This had increased from 72.9% in 2020.

The percentage of the practice's patients aged 65 and over is 40.9% (2020), higher than the ICB average of 23.1% and England average of 17.5%.

The percentage of the practice's patients aged 18 and under is 12.6%, lower than the CCG average of 18.8% and lower than the England average of 20.4%.

The prevalence was higher than both the local and national averages in every one of the Quality Outcomes Framework conditions.

The team of GPs provide cover at both surgeries. There is a GP partner, four salaried GPs and sessional (locum) GPs. The whole time equivalent (WTE) is seven. The practice has a team of nurses (WTE 4.5) who provide nurse led clinics for long-term condition of use of both the main and the branch location. There are six nurse practitioners (WTE 5.5), two full time nursing associates, one general practice paramedic, a pharmacist and pharmacy technician, eight health care assistants and one phlebotomist. The patient facing team are supported by reception, housekeeping and administration staff.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, many GP appointments had been telephone consultations but now all patients were offered a face to face consultation as the default position.

Extended access is provided where late evening and weekend appointments are available.

Out of hours services are provided by Lincolnshire Community Health Services NHS Trust