

Holbeach 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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Good



Are services caring?

Good



Are services responsive?

Requires improvement



Are services well-led?

Good



Overall summary

We had previously carried out an announced comprehensive inspection at Holbeach Medical Centre on 16 January 2019.

At that inspection we rated the practice as inadequate in safe, responsive and well-led and requires improvement in effective and caring. The practice was rated as inadequate overall and was placed in special measures.

The full comprehensive report on that inspection can be found by selecting the 'all reports' link for Holbeach Medical Centre on our website at www.cqc.org.uk.

At that inspection we identified breaches of Regulation 12 (Safe care and treatment) and 17 (Good Governance) of the Health and Social Care Act and issued the practice with a Warning Notice. A follow up inspection was carried out on 18 April 2019 that confirmed that practice was now meeting the legal requirements in relation to the breaches of the regulations.

This inspection was an announced comprehensive inspection, carried out on 4 September 2019.

Our key findings from this inspection were;

- The practice had effective systems to protect patients from abuse and avoidable harm.
- Patients received effective care and treatment that met their needs.
- The process for managing patients in receipt of high-risk medicines was not always effective.

- 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.

Whilst we found no breaches of regulations, the provider should:

- Continue to review all patients in receipt of high- risk medicines.
- Maintain oversight and actively manage the process for summarising and re-coding new patient notes.
- Continue to review telephone access and appointment availability.
- Continue to review the process to identify additional carers.

I am taking this service out of special measures. This recognises the significant improvements made to the quality of care provided by this service.

Dr Rosie Benneworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

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

Population group ratings

Older people	Requires improvement 
People with long-term conditions	Requires improvement 
Families, children and young people	Requires improvement 
Working age people (including those recently retired and students)	Requires improvement 
People whose circumstances may make them vulnerable	Requires improvement 
People experiencing poor mental health (including people with dementia)	Requires improvement 

Our inspection team

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

Background to Holbeach Medical Centre

Holbeach Medical Centre provides primary medical services to 8,112 patients under a General Medical Services contract with Lincolnshire East Clinical Commissioning Group.

The practice is partnership who are registered to provide the regulated activities of:

Diagnostic and screening services,

Family planning,

Maternity and midwifery services,

Surgical procedures,

Treatment of disease, disorder or injury,

from a single location at Holbeach Medical Centre, Park Road, Holbeach PE12 7EE.

It is a dispensing practice and can dispense to approximately 3,200 eligible patients who live more than 1.6 km from a pharmacy.

The patient demographics reflect those nationally and locally. Life expectancy is higher than both national and local averages for both males and females.

The practice lies in the sixth decile of deprivation, where one is the highest levels of deprivation and ten the lowest.

98.2% of the patient list are described as white.

The area has high numbers of migrant workers, predominantly for eastern Europe, who are employed in agriculture, horticulture and food production and logistics. A sizable proportion of the practice patients were from this group.

Two partners and two salaried GPs provide 37 sessions per week. There are four non-prescribing practice nurses and two healthcare support workers. They are supported by a team of dispensers, receptionists and administration staff.

The practice was open from 8am to 6.30 pm Monday to Friday. Extended hours GP appointments were available at a surgery in Boston.

Out-of-hours GP services are provided by Lincolnshire Community Health Services NHS Trust who are contacted via NHS111.