

Lakeside Healthcare at Stamford

Inspection report

Ryhall Road
Stamford
PE9 1YA
Tel: 01780437017

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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?

Requires Improvement



Are services responsive to people's needs?

Requires Improvement



Are services well-led?

Good



Overall summary

We carried out an announced focused inspection at Lakeside Healthcare at Stamford on 31 January 2024. The inspection was undertaken in response to concerns raised with CQC. This inspection was focused and did not look at sufficient of any of the key questions to alter any existing ratings.

Therefore the ratings from the previous inspection in November 2022 are unchanged and the practice is still rated overall as requires improvement.

The previous ratings for each key question remain as:

Safe – Requires improvement.

Effective – Good

Caring - Requires improvement.

Responsive - Requires improvement.

Well-led – Good.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Lakeside Healthcare at Stamford on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection to address specific concerns raised with CQC. The areas focused on, as part of the inspection, related to elements of the key questions: effective and well led.

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.
- Completing reviews of patient records 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).
- A short 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.
- information from the provider, patients, the public and other organisations.

Overall summary

We found that:

- Staff who carried out the removal of intrauterine devices (IUDs) had undertaken appropriate training and competency checks.
- The staff files we reviewed showed that appropriate training had been completed for the role.
- The clinical supervision processes in place did not always ensure appropriate oversight of the work of all clinical staff. The practice were in the process of reviewing and strengthening their clinical supervision policy and framework.

The provider **should:**

- Continue to implement then embed their updated clinical supervision policy and framework.

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 Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector and a second CQC inspector who undertook a site visit. The team also included a GP specialist advisor who spoke with staff using video conferencing facilities and completed records reviews without visiting the location.

Background to Lakeside Healthcare at Stamford

Lakeside Healthcare Stamford is a well-established provider of Primary Health Care in the Stamford locality.

Lakeside Healthcare at Stamford was created in 2017 following the merger of St Mary's Medical Centre, Sheepmarket Surgery and The Little Surgery. The practice now operates from two sites, following the closure of The Little Surgery:

Main site:

Sheepmarket Surgery

Ryhall Road

Stamford

Lincolnshire

PE9 1YA.

The Sheepmarket Surgery is a purpose designed and built premises which opened as a surgery in 2000. The consulting rooms are provided on the ground floor, with administrative and conference space on the first floor. It has lift access to the first floor and is suitable for access by disabled patients, employees or other external visitors. Toilet facilities are also fully accessible for all patients and there is a private parents' room with changing table. There is a car park attached to the practice with dedicated accessible parking at the front of the building closest to the main entrance. The building includes an onsite dispensary which supports the medication needs of patients living in the surrounding villages with a delivery service. The reception desk is easily accessible on arrival and the practice has a self-check-in system and offers appointments via telephone, face to face and via a digital platform.

The practice has a branch surgery at:

St Mary's Medical Centre

Wharf Road

Stamford

Lincolnshire

PE9 2DH.

St Mary's Medical Centre is located on Wharf Road close to the centre of the market town of Stamford. The building was extended and converted to its current use in 1989. The majority of consulting rooms are located on the ground floor and any patient who would experience difficulty in accessing the first floor is seen on the ground floor. Administration space and meeting space is provided on the first floor. Fully accessible toilets are also provided. Parking is provided onsite for patients and visitors with reserved accessible parking provided adjacent to the main entrance. Additional parking is available further along Wharf Road. The building includes an onsite dispensary with a delivery service which supports the medicines needs of patients living in the surrounding villages.

Only the main site was visited as part of this inspection.

Information published by Public Health England reports deprivation within the practice population group as nine on a scale of 1 to 10. Level one represents the highest levels of deprivation and level 10 the lowest. The average life

expectancy of the practice population is higher than the national average for both males and females (81.9 years for males, compared to the national average of 79 years and 85.2 years for females compared to the national average of 83 years). The National General Practice Profile states that the majority of registered patients are white with approximately 1.2% Asian, and 1.5% other non-white ethnic groups.

There is a team of 15 GPs who provide cover at both practices, five of whom are Partners, seven are Salaried GPs and three long term locums. The Practice Management team comprises of a Hub Manager, Operations & Compliance Manager and a Patient Service Manager. They are supported by three management support officers, an admin Team Lead, thirteen administrators with one additional team member in the process of onboarding. There is also one QOF Team Lead and two QOF administrators. There is one reception Team Lead, one Senior Receptionist, 13 receptionists and three further positions being recruited to. The practice has a Lead Nurse and their role is an Advanced Nurse Practitioner (ANP), there is a second ANP and recruitment in progress for a third ANP. There are three nurse practitioners and recruitment in progress for a fourth. There are six practice nurses, a further practice nurse due to start in April 2024. There are also five healthcare assistants and one General Practice Assistant (GPA). The dispensaries have a Lead Dispenser, Dispensary Services Advisor, six dispensers, two delivery drivers/dispensing assistants, five further dispensary assistants (of which one is currently in training to become a fully qualified dispenser). The practice has four clinical pharmacists and two pharmacy technicians that work across the Primary Care Network (PCN). The practice is also supported by a musculoskeletal physiotherapist, two First Contact Physiotherapist, one Social Prescribers with a further currently onboarding, one Personalised Care Team Lead, two care co-ordinators and the local Neighbourhood Team. Lakeside Healthcare at Stamford is a training practice for fully qualified doctors (registrars) who wish to pursue a career in General Practice. These doctors work at the practice for up to one year and help to foster a learning environment. The practice also participates in the training of medical students from the University of Cambridge School of Clinical Medicine. These students are in the earlier stages of their medical training and attend the practice in different years of their study. Enhanced access is provided locally in Stamford and Bourne where late evening and weekend appointments are available. Lincolnshire Community Health Services NHS Trust offers urgent medical care outside of normal GP hours, during evenings, weekends and bank holidays. These services are accessed by calling NHS 111.