

Lakeside Healthcare Partnership

Inspection report

The Lakeside Surgery
Cottingham Road
Corby
Northamptonshire
NN17 2UR
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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?

Requires improvement 

Are services well-led?

Good 

Overall summary

Lakeside Healthcare Partnership (Lakeside at Corby) had been inspected previously on the following dates:-

26 November 2018 as part of our inspection programme.

At the inspection in November 2018 the practice was rated as requires improvement overall. We rated the practice inadequate for providing safe services, good for effective and caring services and requires improvement for responsive and well-led services. This affected all population groups so we rated all population groups in the responsive domain as requires improvement.

A breach of legal requirements was found in relation to governance arrangements within the practice. A Warning notice was issued which required them to be compliant by 31 January 2019. Lakeside Healthcare Partnership (Lakeside at Corby) submitted an action plan on how they were going to meet the requirements of the warning notice.

We carried out a further announced comprehensive inspection at Lakeside Healthcare Partnership (Lakeside at Corby), on 22 May 2019.

Our judgement of the quality of care at this service is based 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:-

- Lakeside Healthcare Partnership (Lakeside at Corby) demonstrated they had been responsive to the findings of the previous report and were able to evidence significant improvements had been made. We saw clinical leadership and oversight had been improved and GP partners and practice staff we spoke with had been fully engaged in the changes that had been made.
- We spoke with external partners, for example, NHS Nene Clinical Commissioning Group who told us the practice had been engaged and had supported the practice where appropriate.
- The practice had reliable systems for appropriate and safe handling of medicines.
- Patients' health was now monitored in a timely manner to ensure medicines were being used safely and followed up on appropriately.

- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- The practice had made improvements to their governance arrangements and had taken some of the appropriate steps required to ensure patients remained safe. Further time was required to ensure all the improvements were embedded.

At the inspection in November 2018 and at this inspection we identified an area of outstanding practice.

- Lakeside Healthcare Partnership, as a provider, had their own designated safeguarding team who were employed within the partnership from Monday to Friday to cover all aspects of the safeguarding processes to protect both children and adults. The team covered all aspects of the safeguarding role with a view that this increased staff's knowledge of at risk patients and ensured a level of continuity. The members of the team were easily contactable during working hours via telephone or the task system on the clinical record system. Staff told us, and we found evidence, that as dealing with safeguarding concerns was the only role of the dedicated team that this enabled them to produce much more detailed safeguarding referrals and child protection reports.

The areas where the provider should make improvements are :-

- Ensure Significant Event Analysis, complaints and patient safety alerts are regularly discussed at nurse and pharmacy meetings.
- Ensure a signed signature sheet is kept with each Patient Group Directive.
- Embed the new clinical oversight model for nurse clinical supervision and competence and ensure debriefs are minuted.
- Improve the identification of carers to enable this group of patients to access the care and support they require.
- Continue to work to improve and review patient satisfaction and respond to reviews where appropriate

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Overall summary

Chief Inspector of Primary Medical Services and Integrated Care

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, a CQC pharmacist specialist and three further CQC inspectors.

Background to Lakeside Healthcare Partnership

Lakeside Healthcare Partnership, also known as Lakeside at Corby is made up of three sites; the main site located at Cottingham Road, Corby, NN17 2UR. The second site is also in the town of Corby at Forest Gate Surgery, Forest Gate Road, Corby, NN17 1TR. The third site which provides a dispensing service to patients, is situated at Brigstock Surgery, Bridge Street, Brigstock, NN14 3ET. All the sites have level access and parking facilities.

The practice is one of nine locations of Lakeside Healthcare Partnership, a partnership of GPs and others which provides primary medical services to approximately 165,000 patients across Northamptonshire, Lincolnshire and Cambridgeshire.

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

Lakeside Healthcare Partnership is a training practice situated within the NHS Nene Clinical Commissioning Group (CCG) and provides services to 49,421 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice has 18 partner GPs, seven salaried GPs, four pharmacists, a nurse team lead, six nurse prescribers, three specialist nurses, one community nurse prescriber, a nurse practitioner, seven practice nurses, 11 health care assistants and two dispensers. They are supported by a team of receptionists, administration staff and management.

Patient demographics reflect the national picture and life expectancy is very similar to national averages. Information published by Public Health England, rates the level of deprivation within the practice population group as four, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The two Corby sites are open between 8am and 6.30pm Monday to Friday, with the Cottingham Road site open until 8pm on Monday and Thursday. The Brigstock site is open between 8am and 1pm on Monday, Wednesday, Thursday and Friday and from 1pm until 6pm on Tuesdays.

Out-of-hours GP services are accessed by calling the NHS 111 service.