

Vicarage Lane Health 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

Inadequate 

Are services safe?	Inadequate 
Are services effective?	Inadequate 
Are services caring?	Requires improvement 
Are services responsive?	Inadequate 
Are services well-led?	Inadequate 

Overall summary

We carried out an announced comprehensive inspection at Vicarage Lane Health Centre on the 14 August 2019 as part of our inspection programme.

We decided to undertake an inspection of this service following our annual review of the information available to us.

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 inadequate overall.

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

- The provider had ineffective systems in place for the management of infection control, medicines management, risk management, recruitment, referral management and record management and this put patients at risk.

We rated the practice as **inadequate** for providing effective services because:

- The practice did not have an effective system to monitor QOF performance, there was limited quality improvement activity, staff training was not routinely monitored and staff performance was not managed effectively.

We rated the practice as **inadequate** for providing responsive services because:

- The practice had not made sufficient improvements following the release of the GP patient survey and the complaints process was not easily available to patients and not followed by the practice in a timely manner.

We rated the practice as **inadequate** for providing well-led services because:

- The leaders did not demonstrate they could work together to set direction for the practice, there was no realistic strategy to deliver the practice vision, risks management and governance systems were not effective and performance data was not used to drive improvements.

These areas affected all population groups so we rated all population groups as **inadequate**.

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

- There was limited action to review and improve the patient experience.

The areas where the provider **must** make improvements are:

- Ensure that care and treatment is provided in a safe way.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

(Please see the specific details on action required at the end of this report).

The areas where the provider **should** make improvements are:

- Review and improve the identification of patients who act as carers.
- Review the child immunisation results to ensure they meet the World Health Organisation targets.

I am placing this service in special measures. Services placed in special measures will be inspected again within six months. If insufficient improvements have been made such that there remains a rating of inadequate for any population group, key question or overall, we will take action in line with our enforcement procedures to begin the process of preventing the provider from operating the service. This will lead to cancelling their registration or to varying the terms of their registration within six months if they do not improve.

The service will be kept under review and if needed could be escalated to urgent enforcement action. Where necessary, another inspection will be conducted within a further six months, and if there is not enough improvement we will move to close the service by adopting our proposal to remove this location or cancel the provider's registration.

Special measures will give people who use the service the reassurance that the care they get should improve.

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

Our inspection team

On the 14 August 2019 our inspection team was led by a CQC inspector, who was supported by a second inspector, a General Practitioner and a Practice nurse specialist adviser.

Background to Vicarage Lane Health Centre

Vicarage Lane Health Centre is located at 10 Vicarage Lane, Stratford. The premises are leased from the local NHS Trust and shared with other community health services.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice provides NHS services through a General Medical Services (GMS) contract to 9,579 patients.

There are two female GP partners and two male GP partners are awaiting contract variation. There is one practice nurse, an advanced nurse practitioner, healthcare assistant supported by a newly appointed practice manager, a operations manager and administration staff.

The practice opening hours are 8am to 8pm Monday, Tuesday, Wednesday and Friday. Thursday 8am to 6.3pm and Saturday 9.30am to 12.30pm.

When the practice is closed patients are referred to NHS 111 service

The practice catchment area is classed as being within one of the more deprived areas in England. The practice scores three on the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. People living in more deprived areas tend to have greater need for health services.

National General Practice Profile describes the practice ethnicity as being 34.6% white British, 35.3% Asian, 21% black, and 5.2% mixed and 3.8% other non-white ethnicities. The general practice profile shows that 36% of patients registered at the practice have a long-standing health condition, compared to 51% nationally.

This section is primarily information for the provider

Enforcement actions

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. We took enforcement action because the quality of healthcare required significant improvement.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment We served a warning notice to the provider requiring them to make improvements. This was because we found the provider was failing to provide care and treatment to patients in a safe way.
Family planning services	
Maternity and midwifery services	
Treatment of disease, disorder or injury	

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 17 HSCA (RA) Regulations 2014 Good governance We served a warning notice to the provider requiring them to make improvements. This was because we found the provider was failing to operate effective systems or processes established to ensure compliance with the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
Family planning services	
Maternity and midwifery services	
Treatment of disease, disorder or injury	