

NHUC Beggarwood Practice

Inspection report

Broadmere Road
Beggarwood
Basingstoke
RG22 4AQ
Tel: 01252533583

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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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

In light of the current Covid-19, CQC has looked at ways to fulfil our regulatory obligations, respond to risk and reduce the burden placed on practices by minimising the time inspection teams spend on site.

The provider, North Hampshire Urgent Care Limited, registered NHUC Beggarwood Practice with CQC on 31 October 2019. The practice had not previously been inspected by CQC since the current provider registered this service.

In order to seek assurances around potential risks to patients, we carried out a GP Focused Inspection Pilot (GPFIP) of the NHUC Beggarwood Practice between 6 March 2021 and 13 March 2021. This was in response to intelligence we received in February 2021, related to an incident that occurred in September 2020, which suggested a potential increase in risk to patients at the practice.

We have not rated the practice during this inspection as we did not visit the Provider.

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 found that:

- Medicines reviews were not always completed in line with recognised guidance. On reviewing a random sample of patients records, we found some patients had not received the appropriate monitoring before medicines had been prescribed.
- The systems and processes in place did not always ensure patients had appropriate and timely access to safe care and treatment and protect them from avoidable harm.
- The provider did not consistently record information in patient medical records to demonstrate that a clinical assessment, diagnosis and treatment plan was completed.

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

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

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Not inspected 
People with long-term conditions	Inspected but not rated 
Families, children and young people	Not inspected 
Working age people (including those recently retired and students)	Not inspected 
People whose circumstances may make them vulnerable	Not inspected 
People experiencing poor mental health (including people with dementia)	Not inspected 

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities. 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 NHUC Beggarwood Practice

NHUC Beggarwood Practice is located at Broadmere Road, Beggarwood, Basingstoke, Hampshire RG22 4AQ.

The practice has approximately 7,500 registered patients and is registered with the Care Quality Commission (CQC) to deliver the Regulated Activities; diagnostic and screening procedures, surgical procedures, maternity and midwifery services, family planning and treatment of disease, disorder or injury.

The practice is situated within the North Hampshire Clinical Commissioning Group (CCG) and delivers General Medical Services to a patient population of about 7000. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices (PCN) known as B-Connected Care

At the time of our inspection there were three salaried GPs employed who were supported by regular locum GPs providing a balance of male and female doctors. In addition, the nursing team comprises a locum advanced nurse practitioner, a practice nurse and a healthcare assistant.

Supporting the clinical team were two managers registered with the CQC; a business manager, and an operational manager, along with a full administrative team.

The usual practice opening hours are Monday to Friday 8.00am to 6.30pm; outside of these times patients are directed to contact the out-of-hours service by using the NHS 111 number.

The National General Practice Profile states that 89.7% of the practice population are from a white ethnicity. The patient population serviced by NHUC Beggarwood Practice is one of the least deprived in the area.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>Assessments of the risks to the health and safety of service users of receiving care or treatment was not being carried out. In particular:</p> <ul style="list-style-type: none">• Patient medical records did not always contain information to demonstrate that patients had a regular clinical assessment carried out. <p>There was no proper and safe management of medicines. In particular:</p> <ul style="list-style-type: none">• Comprehensive care records were not maintained to demonstrate that all patients received an appropriate and regular medicine review. <p>This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>
Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>The registered person had systems or processes in place that operated ineffectively in that they failed to enable the registered person to assess, monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk. In particular:</p> <ul style="list-style-type: none">• There was a lack of leadership to provide sufficient oversight of processes which ensured the safety and effective care of all patients. <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>