

# East Lynne Medical Centre

## Inspection report

3-5 Wellesley Road  
Clacton On Sea  
Essex  
CO15 3PP

Tel: 01255220010

[www.eastlynnemedicalcentre.co.uk](http://www.eastlynnemedicalcentre.co.uk)

Date of inspection visit:

Date of publication: 27/12/2019

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 effective?

Requires improvement



Are services caring?

Requires improvement



Are services responsive?

Requires improvement



Are services well-led?

Good



# Overall summary

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions:

Are services at this location effective?

Are services at this location caring?

Are services at this location responsive?

Are services at this location well-led?

At the last inspection on 31 January 2017 we rated the practice as good overall for services.

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.

**We have rated this practice as requires improvement overall and for all the population groups.**

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

- We found patient's care and treatment needed to be improved in respect of long term condition management, mental health, childhood immunisations, and cancer care.
- Exception reporting was high for a number of quality indicators, and a satisfactory reason for this has not been provided by the practice, so we were not assured that patients had received appropriate care and treatment.

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

- Patient satisfaction was lower than local and national practices for caring indicators.

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

- Although there were a few areas of patient satisfaction that had improved, there were still many areas that were lower in comparison with local and national practices.

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

- Staff members were encouraged to be involved in any development or change and improvements at the practice.
- Leadership at the practice promoted holistic person-centred care.
- Patients told us they were involved in decisions about their care.

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

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

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

- Continue to improve patient satisfaction where levels are still low.

**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

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

## Our inspection team

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

## Background to East Lynne Medical Centre

East Lynne Medical Centre is located in the centre of Clacton-on-Sea, in Essex. The practice provides primary care services for approximately 8300 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England to deliver services to the local community.

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

The clinical team consists of three GP partners, three salaried GPs provider, four nurse practitioners, two practice nurses, two health care assistants, one clinical pharmacist. The clinical team are supported by a managing partner, a practice manager, a finance/deputy practice manager, a reception manager, an IT manager, two medical secretaries, two prescribing clerks, and a team of reception and administrative staff.

The practice is open from Monday to Friday between the hours of 8am - 6.30pm. The practice is a member of a local group of practices 'Clacton GP Alliance' and can offer patients evening appointments, weekend, and bank holiday appointments. For care and treatment outside these hours patients can access by calling 111 for the out of hours service provider.

The practice has a higher population of patients aged over 65 years of age in comparison with the national average.

The practice population is in the first decile for deprivation, which is on a scale of one to ten. The lower the decile the more deprived an area showing this practice is in the most deprived category compared to the national average.

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 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 requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury Transport services, triage and medical advice provided remotely	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p><b>How the regulation was not being met:</b></p> <p>Systems or processes must be established and operated effectively to ensure compliance with the requirements of the fundamental standards as set out in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p> <p><b>In particular we found:</b></p> <ul style="list-style-type: none"><li>• Exception reporting was considerably higher than local and national averages and we were not assured that the system for applying it was effective, so that patients received appropriate care and treatment.</li></ul> <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>