

St Neots 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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Requires improvement



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Requires improvement



Overall summary

We carried out an announced focussed inspection at St Neots Health Centre (Malling Health) on 25 May 2017 and the practice was rated as good for providing safe, effective and well led services.

We had previously inspected St Neots Health centre on 18 October 2016. The overall rating for the practice was requires improvement. The practice had been rated as good for caring and responsive services and requires improvement for safe, effective and well led services. All previous report for St Neots Health Centre can be found by selecting the 'all reports' link for St Neots Health Centre (Malling Health) on our website at www.cqc.org.uk.

This inspection was an announced comprehensive inspection carried out on 27 June 2019 to follow up on concerns that had been raised.

We have rated this practice as requires improvement overall and for all population groups except families, children and young people.

We found that:

- The practice did not always provide care in a way that kept patients safe and protected them from avoidable harm.
- The systems and process in place did not always ensure that risk and performance was reviewed or that actions were taken to encourage improvement.
- Patients did not always receive effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- Staff told us there was good leadership within the practice, but they were not always aware of the senior management within the provider organisation of Malling Health (UK) Ltd.

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

- The practice did not have the recommended emergency medicines available and had not risk assessed this. The system and process in place did not demonstrate that all safety alerts were managed consistently to ensure they were all acted upon and monitored.

At this inspection we have rated the practice as **requires improvement** overall for all the population groups except families, children and young people which we have rated as good. Therefore, the effective domain has been rated as **requires improvement** because:

- Not all patients with a learning disability had received an annual review and the practice had missed the opportunity to complete a review or encourage attendance when the patient had attended the practice on other occasions.
- The practice Quality and Outcome Framework (QOF) for 2017/2018 and the unverified data for 2018/2019 the practice shared with us showed high exception reporting in some areas. The practice had not recognised this and had not reviewed the information and therefore, did not have a plan in place to ensure all patients were followed up in a timely manner.
- The recall system was not wholly effective as it did not ensure clinical staff would undertake opportunistic reviews of vulnerable patients when they attended the practice.
- The practice performance in relation to cervical screening was 67% this was below the CCG average of 71% and the national average of 72%. The practice uptake for breast and bowel screening was below the CCG and national averages.

We rated the practice as **good** for providing caring services.

We rated the practice as **good** for providing responsive services.

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

- On the day of the inspection some staff we spoke with told us they had little knowledge of the senior management team within the provider organisation Malling Health (UK) Ltd.
- Systems and processes did not always support good governance; for example, in relation to emergency medicines and safety alerts.
- Systems and processes did not always support the management of performance, for example in relation to outcomes for patients as demonstrated in the Quality and Outcomes Framework and high exception reporting rates.

Overall summary

- The practice had not ensured the recall system for patients was wholly effective as some patients had attended the practice on many other occasions and had not received complete and appropriate reviews.

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:

- Review the uptake of the national screening programme to encourage patients to attend their screening programmes.
- Continue to review and ensure safe and appropriate prescribing of antibacterial medicines.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Population group ratings

Older people	Requires improvement 
People with long-term conditions	Requires improvement 
Families, children and young people	Good 
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 lead Inspector and the team included a GP specialist adviser and a second CQC inspector.

Background to St Neots Health Centre

- The name of the registered provider is Malling Health Ltd. Malling Health, which is part of Integral Medical Holdings.
- The address of the location is St Neots Health and Walk In Centre, 24 Moore's Walk, St Neots, Cambridgeshire, PE19 1AG
- The practice is registered to provide diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.
- The health centre provides services for approximately 6,486 patients. The walk-in centre was commissioned to see 231 patients per week. It holds an Alternative Provider Medical Services contract with NHS Cambridgeshire and Peterborough.
- The practice has three salaried GPs (one male and two female) and locum GPs. There are two employed advance nurse practitioners, both hold a prescribing qualification. There is one employed health care assistant and one employed practice nurse; all other nursing staff are locum staff, most of whom work regularly at the practice at weekends. There is also a clinical pharmacist active in the practice.
- The clinical team were supported by a regional manager, a practice manager, a reception/administration manager, and a team of reception and administration staff.
- The practice is open from 8am until 8pm, Monday to Friday. The walk in centre is open for anyone entitled to NHS services, whether registered with the practice, another GP practice or not NHS registered at all. They also provide services to overseas visitors. This is open between 8am and 9am and between 6pm and 8pm Monday to Friday, and between 9am and 4pm on Saturdays and Sundays.
- Out-of-hours services were provided by Herts Urgent Care, patients accessed this service via NHS111.
- Approximately 34% of the patient population is aged 17-34 and approximately 31% is aged 35-54, patients aged 55 and over represent 14% of the population. The remaining 21% is aged below 16. This incorporates a considerably higher proportion of patients aged 20-44 compared to the practice average across England.

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	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <ul style="list-style-type: none">• On the day of the inspection some staff we spoke with told us they had little knowledge of the senior management team within the provider organisation Malling Health (UK) Ltd.• The practice did not have all appropriate emergency medicines available. This had not been risk assessed.• The system and process in place did not demonstrate that all safety alerts were managed consistently to ensure they were all acted upon and monitored.• The practice Quality and Outcome Framework (QOF) for 2017/2018 and the unverified data for 2018/2019 the practice shared with us showed high exception reporting in some areas. The practice had not recognised this and had not reviewed the information and therefore, did not have a plan in place to ensure all patients were followed up in a timely manner.• The practice had not ensured the recall system for patients such as those with a learning disability was wholly effective as some patients had attended the practice on many other occasions and had not received complete and appropriate reviews.
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	