

The New Coningsby Surgery

Inspection report

20 Silver Street
Coningsby
Lincoln
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www.coningsbysurgery.co.uk/

Date of inspection visit: 05 May 2022
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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 to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection at The New Coningsby Surgery on 5 and 17 May 2022. Overall, the practice is rated as Good.

The ratings for each key question are;

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Why we carried out this inspection.

- This was a full comprehensive inspection that looked at all of the key questions.
- This practice had not previously been inspected.

How we carried out the inspection.

Throughout the pandemic CQC has continued to regulate and respond to risk. However, considering the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A shorter site visit
- Receiving written staff feedback prior to the on-site inspection taking place

Our findings

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 Good overall.

We found that:

Overall summary

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received 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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- Patients could access care and treatment in a timely way.
- Staff and patient views about the service were considered.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred 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

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit along with a Practice Manager specialist advisor. 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 The New Coningsby Surgery

The New Coningsby Surgery is located at:

Silver Street

Coningsby

Lincolnshire

LE4 4SG

The New Coningsby Surgery has been a location of the provider, The Welby Group since December 2020.

The practice has a patient list size of approximately 8,000. The surgery has a dispensary that can dispense to 34% of patients.

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

The practice is situated within the NHS Lincolnshire Clinical Commissioning Group (CCG) and delivers Personal Medical Services (PMS). This is part of a contract held with NHS England.

The New Coningsby Surgery is one of four practices of the provider, The Welby Group. The Welby Group hub provides centralised shared services, clinical and administration support and managerial services to The New Coningsby Surgery.

The practice is part of a wider network of GP practices known as East Lindsey Primary Care Network.

Information published by Public Health England shows that deprivation within the practice population group is in the seventh lowest decile (seven of 10). The lower the decile, the more deprived the practice population is relative to others.

The percentage of the practice's patients aged 65 and over is 23.4% (2021), higher than the CCG average of 23.1% and England average of 17.4%. Life expectancy for males (81.3) and for females (84.4) is above the England average of 79.5 for males and 83.1 for females.

The percentage of the practice's patients aged 18 and under is 21.4%, higher than the CCG average of 18.8% and the England average of 20.4%.

1.7% of New Coningsby Medical Practice's population are from BAME groups, lower than the Lincolnshire average of 2%.

The practice's deprivation score in 2019 is 18.2, lower than the CCG average (19.9) and England average (21.7).

In 2021, 54.7% of the practice's population had a long-term health condition; lower than the CCG average of 56.3% but higher than the England average of 51.1%.

There is a team of two salaried and one GP partner who are supported by locum GPs. The practice has a team of three nurses, two advanced nurse practitioners, a trainee advanced nurse practitioner, two healthcare assistants and five dispensary staff. They are supported reception, administration staff and a practice manager.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, many GP appointments were telephone consultations.

Out- of- hours GP services are provided by Lincolnshire Community Health Services NHS Trust.