

Branston Surgery

Inspection report

Station Road
Branston
Lincoln
LN4 1LH
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www.branstonsurgery.co.uk

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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?	Good	
Are services caring?	Good	
Are services responsive to people's needs?	Good	
Are services well-led?	Requires Improvement	

Overall summary

We carried out an announced inspection at Branston Surgery on 6 and 8 October 2021. Overall, the practice is rated as Requires Improvement.

The ratings for each key question are:

Safe - Requires improvement

Effective - Good

Caring - Good

Responsive - Good

Well-led - Requires improvement

Why we carried out this inspection.

This inspection was a comprehensive inspection. The practice had not been previously inspected

The focus of the inspection was on all five key questions.

How we carried out the inspection/review

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/review 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

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 Requires Improvement overall.

Overall summary

We found that:

- 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 did not have in place an effective system to ensure that patient records, medicines and prescription stationary were managed securely and safely.
- Practice leaders did not have effective oversight or management of dispensing services and procedures to ensure that medicines were dispensed safely.
- 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 expressed positive views about working at the practice and spoke of a supportive management team.

We found breaches of regulations. The provider **must**:

- 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

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. 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 Branston Surgery

Branston Surgery is located at;

Station Road

Branston

Lincoln

LN4 1LH

The practice is dispensing practice and can dispense to 847 eligible patients.

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

The practice is situated within the NHS Lincolnshire Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 5,669. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices known as a primary care network (PCN)

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

According to the latest available data, the ethnic make-up of the practice area is 98.6% white, and 0.4% Asian, 0.2% black and 0.7% other.

The age distribution of the practice population closely mirrors the local and national averages.

Branston Surgery is a single-handed practice. In addition to the GP owner, there are three salaried GPs. They provide 20 sessions a week in total. The practice has a team of two advanced nurse practitioners, three practice nurses and a phlebotomist. They are supported at the practice by a team of dispensers, reception and administration staff.

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.

Extended access is provided locally by the GP federation where late evening and weekend appointments are available. Out of hours services are provided by Lincolnshire Community Health Services NHS Trust.

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

Diagnostic and screening procedures
Treatment of disease, disorder or injury
Maternity and midwifery services

Regulation

Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment

- There was no proper and safe management of medicines. In particular: The provider had not reviewed or updated dispensary Standard Operating Procedures and some had not been signed by one of the dispensers.
- There had been no recorded checks on the competency of dispensers.

Regulated activity

Diagnostic and screening procedures
Maternity and midwifery services
Treatment of disease, disorder or injury

Regulation

Regulation 17 HSCA (RA) Regulations 2014 Good governance

- There were no systems or processes that ensured the registered person maintained securely such records as are necessary to be kept in relation to the management of the regulated activity or activities. In particular: Patient records held in paper format were not secured to prevent unauthorised access to them or to protect them from the risk from fire.
- 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 improve the quality and safety of the services being provided. In particular: the provide had not taken any action to ensure that a GP was always available when the surgery was open, and clinics were in progress.
- The were no systems in place to ensure that blank prescription stationary was held securely.
- The provider did not have in place such measures as to ensure medicines were stored securely with access restricted to only those required to do so.
- The provider did not have in place any process that enabled errors and near misses in the dispensary to be reported and acted upon.