

Swineshead Medical Group

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.

Overall summary

We had previously carried out an announced comprehensive inspection at Swineshead Medical Group on 12 February 2019.

At that inspection we rated the practice as inadequate in safe, requires improvement in effective and well led and good in caring and responsive. The practice was rated as requires improvement overall.

At that inspection we found;

- There was no assurance that the prescribing of medicines to some patients kept them safe.
- There were no records kept of dispensing errors and near-misses.
- The practice was not assured of the competence of their dispensary staff as no annual competency checks had been carried out'
- Dispensary standard operation procedures had not been signed by dispensers.
- Blank prescription stationary was not monitored effectively or stored securely.
- Equipment that may be needed in a medical emergency was not checked frequently enough to assure its efficacy.
- The temperature of some fridges used to store medicines were not recorded at least daily.
- Not all staff had not completed the practices mandatory training.
- There had been no audit of surgical procedures carried out at the practice

Because of our findings we served the practice with Warning Notices for breaches of Regulations 12 and 17 of the Health and Social Care Act 2008 (Regulated Activities)

Regulations 2014. The full comprehensive report on the February 2019 inspection can be found by selecting the 'all reports' link for Swineshead Medical Group on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 25 April 2019 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 12 February 2019. This report covers our findings in relation to those requirements.

Our key findings were as follows:

- The practice has reviewed and revised its process for ensuring that prescribing was safe.
- A log had been introduced for dispensary errors and near-misses.
- Dispensers competencies had been assessed and completed.
- Dispensary standing operating procedures had all been signed by dispensers.
- Blank prescription stationary was secured.
- There was frequent checking of equipment intended for use in a clinical emergency.
- Fridge temperatures were recorded daily.
- Staff training for the providers essential training was at 100% compliance.
- A system of audit and control had been implemented to provide assurance of surgical procedures.

Details of our findings are set out in the evidence table.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Our inspection team

Our inspection team consisted of a CQC inspector and a GP specialist advisor.

Background to Swineshead Medical Group

Swineshead Medical Group provides primary medical services to approximately 8,400 patients in a rural area of Lincolnshire. The catchment area is 13 miles by 27 miles and covers some isolated rural communities. Public transport links in the area are generally poor.

The service is an accredited training practice for GP registrars (fully qualified doctors who wish to become general practitioners) and Foundation year two doctors.

Care and treatment are provided by three GP partners, two salaried GPs, one GP registrar, a Foundation year two doctor, an advanced nurse practitioner, three practice nurses, a care co-ordinator and three healthcare support workers. They are supported by a team of dispensers, receptionists and administrative staff.

The practices' services are commissioned by NHS Lincolnshire East Clinical Commissioning Group (CCG) under a General Medical Services contract.

The practice has a higher percentage of patients aged 65 and over than both the CCG and national average. Life expectancy for both males and females is similar CCG and national averages. 98.7% of patients are described as white.

The practice is housed in a purpose-built surgery. The building provides good access on ground floor level to all clinical areas with automatic doors at the entrance, hand rails, accessible toilets and ample car parking facilities.

The practice was able to offer dispensing services to those patients on the practice list who lived more than one mile (1.6km) from their nearest pharmacy. This equated to 33% of their practice population.

The practice is open from Monday to Friday 8am to 6.30pm. Extended hours appointments are available at the extended hours hub situated in Boston. These pre-bookable appointments are available from 6.30pm to 8pm Monday to Friday and 8am to 7pm Saturday and Sunday.

Swineshead Medical Group has opted out of providing out-of-hours services (OOH) to their own patients. This service is provided by Lincolnshire Community Health Services NHS Trust which is accessed by NHS 111