

# Collingham Medical Centre

## Inspection report

High Street  
Collingham  
Newark

NG23 7LB

Tel: 01636892156

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

Date of inspection visit: 15 April 2021

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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

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



# Overall summary

We carried out an announced focused inspection of Collingham Medical Centre on 15 April 2021 after receiving concerns about the practice.

This inspection focused on complaints management under the following key question:

Responsive

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 not rated this practice.**

The practice had been rated 'Good' at our last inspection in February 2018. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Collingham Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

We found that:

- A complaint had not been responded to in a timely manner.
- The practice did not respond promptly to requests for information in relation to this complaint made by the Parliamentary and Health Service Ombudsman and the Care Quality Commission.
- Other complaints were responded to appropriately.
- Staff understood their responsibilities when receiving concerns and complaints.
- A complaints policy and procedure were in place.
- Staff received appropriate training and guidance in relation to the handling of concerns and complaints.
- Complaints were discussed at staff meetings which included any learning.
- Information was available for patients on how to make a complaint and the PPG were positive regarding how practice staff responded to any feedback including complaints.

The area where the provider **must** make improvements is:

- Ensure that any complaint received is investigated and any proportionate action is taken in response to any failure identified by the complaint or investigation.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

<b>Older people</b>	<b>Not inspected</b>	
<b>People with long-term conditions</b>	<b>Not inspected</b>	
<b>Families, children and young people</b>	<b>Not inspected</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Not inspected</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Not inspected</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Not inspected</b>	

## Our inspection team

Our inspection team comprised of a CQC lead inspector.

## Background to Collingham Medical Centre

Collingham Medical Centre is located at High Street, Collingham, Newark, Nottinghamshire, NG23 7LB. Collingham Medical Centre provides primary medical services in the rural village of Collingham and 31 surrounding villages, covering an area of 132 square miles. Collingham Medical Centre is a dispensing practice and dispenses medicines to patients who live more than 1.6 km from a pharmacy. The dispensing of medicines is co-located within a community pharmacy next door to the practice.

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

Six GPs, four nurses, two health care assistants work at the practice. The clinicians are supported by a practice manager, assistant practice manager and reception and administrative staff.

Collingham Medical Centre is situated within the NHS Nottingham and Nottinghamshire Clinical Commissioning Group (CCG) and provides services to approximately 7,345 patients. Information published by Public Health England, rates the level of deprivation within the practice population group as 5310 out of maximum of 6900, indicating they are in a less deprived area.

Collingham Medical Centre is open from 8.15am to 6.30pm Monday to Friday. The practice has opted out of providing out-of-hours services to its own patients. This service is provided by Nottinghamshire Emergency Medical Services.

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	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 16 HSCA (RA) Regulations 2014 Receiving and acting on complaints</p> <p>The registered person had failed to ensure that any and all complaints received were investigated and that necessary and proportionate action was taken in response to any failure identified by the complaint or investigation. In particular:</p> <ul style="list-style-type: none"><li>• A complaint had not been responded to in a timely manner.</li><li>• The practice did not respond promptly to requests for information in relation to this complaint made by the Parliamentary and Health Service Ombudsman and the Care Quality Commission.</li></ul> <p>Regulation 16(1)</p>