

Rothwell and Desborough Healthcare Group

Inspection report

109 Desborough Road
Rothwell
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Date of inspection visit: 6 September 2023
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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?	Requires Improvement	
Are services well-led?	Good	

Overall summary

We carried out an announced comprehensive inspection at Rothwell and Desborough Healthcare Group on 6 September 2023. Overall, the practice is rated as requires improvement.

Safe - requires improvement

Effective - good

Caring - good

Responsive - requires improvement

Well-led - good

Following our previous inspection on 14 September 2018, the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Rothwell and Desborough Healthcare Group on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities.

How we carried out the inspection/review

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short 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 found that:

- Remote reviews of the clinical record system demonstrated that medicine reviews were not always completed comprehensively and safety alerts had not always been responded to.

Overall summary

- Responses to the National GP Patient Survey showed patients were less than satisfied with access to the practice and making an appointment. Whilst the practice had taken actions to make improvements it was too soon to assess the impact of these.
- The uptake for cervical screening was below the 80% target set by the UK Health Security Agency.
- The practice used significant events, audits and complaints to identify areas of learning and improvement.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We found 1 breach of regulations. The provider **must**:

- Ensure care and treatment is provided in a safe way to patients.

The areas where the provider **should** make improvements are:

- Continue to take measures to improve the uptake of cervical screening.
- Continue to take actions to improve patient satisfaction in relation to access and appointment booking.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health 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 Rothwell and Desborough Healthcare Group

Rothwell and Desborough Healthcare Group is located in Rothwell at:

Rothwell Medical Centre

109 Desborough Road

Rothwell

Northamptonshire

NN14 6JQ

The practice has a branch surgery at:

Desborough Surgery

35 High Street

Desborough

Northamptonshire

NN14 2NB

The branch surgery was not visited as part of the inspection.

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

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is situated within the NHS Northamptonshire Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 21,710. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices that enables them to work with other practices in the area to deliver care.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the 7th highest decile (7 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 95% White, 2% Black, 1% Asian, 1% Mixed, and 1% Other.

The age distribution of the practice population closely mirrors the local and national averages with a higher than average number of patients over the age of 65 years.

There is a team of 12 GPs who provide cover at both practices. The practice has a nursing team consisting of 7 nurse practitioners, 3 practice nurses and 5 healthcare assistants. The clinical staff are supported at the practice by a team of reception/administration staff who are led by a practice manager and operational manager.

The practice is open between 8am to 6.30pm Monday to Friday. The branch site is open between 8am and 6pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by The East Northants GP Extended Access Service, where late evening and weekend appointments are available.

When the practice is closed, out of hours services can be accessed via the NHS 111 service.

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 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met:</p> <p>We carried out a remote search of the practice clinical system to look at medicine reviews that had been completed. We looked at 5 patient clinical records and found,</p> <ul style="list-style-type: none">• 4 reviews had been completed without the patient present.• 3 reviews were coded as complete. However, they did not contain any further details of the review that had taken place.• 2 reviews did not look at all the medicines the patients were prescribed. <p>A remote search of the practice clinical system showed there were 755 patients prescribed anti-platelet or non-steroidal anti-inflammatory medicines. There were potentially 270 of these patients who had not been prescribed a gastroprotection medicine to protect against potential side effects. We reviewed 5 of these patients and found 4 did not have a gastroprotection medicine prescribed.</p>