

Lakeside Healthcare St Neots

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.

Ratings

Overall rating for this location

Good 

Are services well-led?

Good 

Overall summary

Lakeside Healthcare at Cedar House Surgery had been inspected previously on the following dates: -

28 November 2018 under the comprehensive inspection programme as part of our inspection of the provider (Lakeside Healthcare Partnership).

At this inspection the practice was rated as Good overall with a Requires Improvement for providing a well-led service. The population groups of Older people, families, children and young people, working age people (including those recently retired and students), people who circumstances make them vulnerable and people who experience poor mental health (including those people with dementia) were rated as Good. The population group of people with long term conditions was rated as requires improvement.

A breach of legal requirements was found in relation to governance arrangements within the practice. A Warning notice was issued which required them to be compliant by 12 February 2019. Lakeside Healthcare at Cedar House Surgery submitted an action plan on how they were going to meet the requirements of the warning notice.

We carried out an announced focussed inspection at Lakeside Healthcare at Cedar House Surgery on 26 June 2019.

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 have rated the practice as Good for providing a well-led service because we found that they had made improvements to ensure good governance in accordance with the fundamental standards of care. The population group people with long term conditions is now rated as Good.

- Patients' health was now monitored in a timely manner to ensure medicines were being used safely and followed up on appropriately.
- A new debrief template had been put in place to ensure relevant staff received clinical supervision.
- The practice had taken steps to improve the identification for carers.
- The storage of emergency medicines had been reviewed.

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

- Continue to monitor and improve patient satisfaction in respect of access to the service and turnaround of repeat prescriptions.
- Ensure information is available to support carers.
- Complete audits in relation to incoming correspondence and management of prescriptions to ensure the processes are carried out in a timely manner.

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC inspector and included a GP specialist advisor.

Background to Lakeside Healthcare St Neots

Lakeside Healthcare at Cedar House Surgery is situated in St Neots, Cambridgeshire.

The practice has a General medical services (GMS) contract with the NHS. There is a branch site approximately two miles away and there are approximately 13,000 patients registered at the practice. Patients can choose to be seen at either location. We did not visit the branch site as part of this inspection.

The practice is part of the Lakeside Healthcare Partnership and the services are commissioned by Cambridgeshire and Peterborough Clinical Commissioning Group.

The practice known as Lakeside Healthcare at Cedar House Surgery joined a new provider (Lakeside Healthcare Partnership). We therefore inspected this site as part of our inspection of the provider.

The practice had two partner GPs, (one male, one female) and three salaried GPs (two female currently on maternity leave and one male). All partner GPs have lead responsibilities and management roles. The practice also teaches medical students.

The practice also had one lead nurse consultant, four practice nurses, one emergency care practitioner and three health care assistants. There was a hub manager and

a team of administration staff including front line staff (patient care advisors), secretaries and a prescribing clerk.

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. These are delivered from both sites.

Based on data available from Public Health England, the levels of deprivation in the area served by the practice showed the practice is located in a less deprived area than national averages, ranked at eight out of 10, with 10 being the least deprived. (Deprivation covers a broad range of issues and refers to unmet needs caused by a lack of resources of all kinds, not just financial).

Since the last inspection a merger had taken place between Lakeside at Eaton Socon and Lakeside at Cedar House Surgery and from 1 May 2019 they would be known at Lakeside St Neots. We inspected Lakeside Healthcare at Eaton Socon on 15 May 2019.

The practice is open Monday, Tuesday and Friday between 8am and 6pm. On Tuesday and Wednesday, they are open from 8am to 8,15pm. There is a walk in centre on Tebbutts Road, St Neots, which is open daily between 8am and 8pm. The health centre will treat

patients from Lakeside Healthcare at Eaton Socon from 6pm till they close at 8pm. When the practice is closed patients are also directed to contact the out-of-hours GP services by calling the NHS 111 service.

Extended Access appointments are available from 6.30pm to 8pm weekdays and from 8.30am to 2pm at weekends at Buckden, St Ives, Huntingdon and March. Extended Access appointments are for pre-bookable non-urgent consultations for GP's, practice nurses and

healthcare assistants. This service is part of an Extended Access agreement which has been commissioned by NHS Cambridgeshire & Peterborough Clinical Commissioning Group.

The local NHS trust provides health visiting and community nursing services to patients at this practice.

Overall summary