

High Street Surgery

Inspection report

The Surgery
High Street
Lowestoft
NR32 1JE
Tel: 01502589151
www.highstreetsurgerylowestoft.nhs.net

Date of inspection visit: 16 January 2023
Date of publication: 27/01/2023

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

Not inspected

Are services safe?

Inspected but not rated



Overall summary

We carried out an announced inspection of High Street Surgery on 3 November 2022. Overall, the practice was rated as requires improvement. As a result of the concerns identified, we issued a Section 29 warning notice on 13 October 2022 in relation to a breach of Regulation 12 Safe Care and Treatment, requiring them to achieve compliance with the warning notice by 13 January 2023.

The full reports for previous inspections can be found by selecting the 'all reports' link for High Street Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

We undertook a focused inspection on 16 January 2023 to check that the practice had addressed the issues in the warning notice and now met the legal requirements. This report only covers our findings in relation to those requirements and will not change the ratings. At the inspection, we found that the improvements had been made and an action plan developed.

How we carried out the review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection 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

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:

- Following the inspection in September 2022, the provider engaged with the Integrated Care Board (October 2022) and with an external clinical and management support team (December 2022) to develop an action plan to implement, embed and monitor the improvements and performance.
- The practice partners were engaged in the improvement plan and had taken more clinical ownership, leadership and oversight of the concerns identified and the improvements required.

Overall summary

- Since the last inspection in September 2022, some systems and processes had been implemented to ensure all patients were prescribed all medicines safely. However, some of these systems were newly implemented and therefore not fully embedded or monitored to ensure they would be sustained.

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

- 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 Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities. The team included a GP specialist advisor who completed clinical searches and records reviews along with interviews of staff remotely.

Background to High Street Surgery

High Street Surgery is located in Lowestoft at:

The Surgery

High Street

Lowestoft

NR32 1JE

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 and surgical procedures.

The practice is situated within the Norfolk and Waveney Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 12,435. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices in the Lowestoft Primary Care Network (PCN).

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (two 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 1.2% Asian, 97.1% White, 0.4% Black, 1.1% Mixed, and 0.2% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of three GP partners and two salaried GPs. The practice has a team of four advance nurse practitioners and three nurses who provide nurse led clinics for long-term conditions, the practice has two health care assistants and an emergency care practitioner. The GPs are supported at the practice by a team of reception/administration staff. The practice manager and assistant practice manager provide managerial oversight.

The practice is open between 8am and 6:30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments. Extended hours appointments are available at the practice from 7am to 8am on Mondays and Tuesdays.

Extended access is provided locally by Lowestoft Primary Care Network (PCN), where late evening and weekend appointments are available. Out of hours services are provided by Integrated Care 24 (IC24) and accessed via the NHS 111 service.

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 Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury | <p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>How the regulation was not being met:</p> <ul style="list-style-type: none">• The practice systems and processes in place to ensure all medicines prescribed to patients had been newly implemented and not fully embedded, nor monitored to ensure they were safe and effective.• There was no clear system and process or policy to manage medicines advised by other providers but prescribed by the practice to ensure patients were compliant or that the medicine was safe or effective.• The practice system and process to ensure all patients with asthma were reviewed appropriately and within an appropriate timeframe had not been fully implemented, embedded nor monitored to ensure it was fully safe and effective.• There was some inconsistent coding of medical records and medicines were not all linked to a diagnosis. <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p> |