

Orchard Surgery - St Ives

Inspection report

Riverport Medical Practice
Constable Road
St Ives
Cambridgeshire
PE27 3ER
Tel: 01480 466611
www.riverportmedicalpractice.co.uk






Date of inspection visit: 21 March 2019
Date of publication: 18/04/2019

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 safe?	Requires improvement 
Are services effective?	Good 
Are services caring?	Good 
Are services responsive?	Good 
Are services well-led?	Good 

Overall summary

In November 2018, four local practices joined together and formed a new partnership called Riverport Medical Practice. They became the provider for Orchard Surgery St. Ives and three other branch sites, Park Hall and Northcote House and Fenstanton.

The address and inspection history of each site is;

- Orchard Surgery St. Ives (the registered location), Constable Road, St. Ives, Cambridgeshire. PE27 3ER. Previous inspections were:

A comprehensive inspection was carried out in July 2017 and the practice was rated as good overall. A comprehensive inspection was carried out in November 2016 and the practice was rated as inadequate and placed in special measures.

- Parkhall site, 2C, Parkhall Road, Somersham, Cambridgeshire. PE28 3EU.

A focussed inspection was carried out in December 2016 and the practice was rated as good for providing safe services. A comprehensive inspection was carried out in May 2016 and the practice was rated as good overall and requires improvement for providing safe services.

- Northcote House site, 8 Broad Leas, St Ives, Cambridgeshire. PE27 5PT and Fenstanton site, 7E, High Street, Fenstanton, Cambridgeshire. PE28 9LQ

A comprehensive inspection was carried out in December 2016 and the practice was rated as good overall. A comprehensive inspection was carried out in April 2016 and the practice was rated as inadequate and placed in special measures.

The key questions are rated as:

Are services safe? – *Requires improvement*

Are services effective? – *Good*

Are services caring? – *Good*

Are services responsive? – *Good*

Are services well-led? – *Good*

We carried out an announced comprehensive inspection at Orchard Surgery St Ives on 21 March 2019 as part of our inspection programme.

At this inspection we found:

- In November 2018 the GP partners acknowledged that as three individual practices they were struggling to meet patient demands and to sustain services, the three practices merged to form a new partnership Riverport Medical Practice. This had resulted in the leaders having confidence to share resources, skills and expertise to benefit patients and staff.
- The practice had met the challenges of implementing a new clinical system to enable all sites to access to the patient records, staff changes and co-ordinated standard working procedures across all sites.
- The management team recognised the significant work that had been undertaken and recognised there were still systems and processes to fully embed and others that required further improvement.
- Staff we spoke with told us they were proud of the improvements the merger had made for their patients. For example, greater skill mix and expertise shared across the sites.
- The practice had systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes. They recognised that the recording of these events lacked detail to be fully assured that trends would be identified and actions monitored.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence- based guidelines.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients found the appointment system easy to use and reported that they were able to access care when they needed it.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.

We rated the practice as requires improvement for delivering safe services because;

- The system and process to ensure all medicines were stored safely needed to be improved as we found some out of date medicines, gases and equipment. The practice took immediate action to address the issues.
- The system and process to ensure all appropriate emergency medicines were available needed to be improved as we found missing items at two of the sites. The practice took immediate action and obtained them.

Overall summary

- We saw the practice had a programme of training but some staff were overdue training that the practice had deemed mandatory.
- The practice was knowledgeable about the patients on their safeguarding register but they did not have a formalised approach to multi-disciplinary team management of safeguarding concerns.
- We found no concerns relating to infection prevention and control but the policies needed to be improved to ensure all information was easily available to all staff to maintain the standards required.

The areas where the provider **must** make improvements as they are in breach of regulations are:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

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

- Improve the systems and processes in place to ensure significant events and complaints are recorded in detail to record actions taken, learning identified and to monitor improvements made.
- Review the practice performance, including clinical oversight for exception reporting and consistent coding of medical records to ensure all patients receive appropriate follow up in a timely manner.
- Review and further develop systems and processes to encourage the uptake of the childhood immunisation programme.
- Continue to work with patients to encourage the development of a patient participation group.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

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 lead inspector. The team included a GP specialist advisor, a practice

nurse specialist advisor and a practice nurse specialist advisor who was shadowing the team. There was a member of the medicines management team and a second CQC inspector.

Background to Orchard Surgery - St Ives

Following a joining of practices, a new partnership known and registered as Riverport Medical Practice became the provider for Orchard Surgery St. Ives and three branch sites.

The addresses are:

- Orchard Surgery St. Ives (the registered location), Constable Road, St. Ives, Cambridgeshire. PE27 3ER.
- Parkhall site, 2C, Parkhall Road, Somersham, Cambridgeshire. PE28 3EU.
- Northcote House site, 8 Broad Leas, St Ives, Cambridgeshire. PE27 5PT and Fenstanton site, 7E, High Street, Fenstanton, Cambridgeshire. PE28 9LQ

The practice is a dispensing practice and dispenses medicines to patients that live more than a mile from a pharmacy from the Orchard Surgery St.Ives and Parkhall sites.

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. These are delivered from all four sites.

Orchard Surgery St.Ives is situated within the Cambridge and Peterborough Clinical Commissioning Group (CCG)

and provides services to 12,344 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

There are four GP partners (two male and two female) and the practice employed three GPs (two female and one male), two advance nurse practitioners (female) and three practice nurses, and health care assistants and several administration staff and dispensary staff. The practice is currently part of a wider network of GP practices.

The practice has a slightly higher number of patients aged under 65 years old and a slightly lower than the national average of over 65-year patients.

Information published by Public Health England, rates the level of deprivation within the practice population group as ten, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 83 years compared to the national average of 79 years. Female life expectancy is 86 years compared to the national average of 83years. The ethnicity of the practice is predominantly white at 94%.

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 the service provider was not meeting. The provider must send CQC a report that says what action it is 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 17 HSCA (RA) Regulations 2014 Good governance</p> <p>How the regulation was not being met:</p> <ul style="list-style-type: none">• The system and process in place did not ensure all medicines were kept within their expiry date as we found out of date medicines, gases and equipment.• The system and process to ensure all emergency medicines the practice had agreed to stock did not ensure they were easily available as we found missing items in two sites.• We saw some staff were overdue training that the practice had deemed mandatory.• The practice did not have a formalised approach to multi-disciplinary team management of safeguarding concerns.• The policies available to staff for infection prevention and control did not contain sufficient detail to be assured that staff had easy access to all the information they required to meet and monitor the standards required. <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>