

Nexus Health Group

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 summary

We carried out an announced comprehensive inspection at Nexus Health Group on the following dates:

Provider inspection at Princess Street Group Practice – 1 November 2018

Manor Place Surgery – 7 November 2018

Princess Street Group Practice – 14 November 2018

Surrey Docks Health Centre – 15 November 2018

Aylesbury Medical Centre – 20 November 2018

The Dun Cow Surgery – 21 November 2018

Commercial way Surgery – 22 November 2018

Decima Street Surgery & Artesian Health Centre - November 2018

We rated the practice inadequate and they were placed into special measures. Because of the concerns found at the inspection, we served the provider with two warning notices for breaches of regulation 12 and 17 of the Health and Social Care Act 2008 (2014 Regulations) on 12 November 2018.

We then undertook an announced focused inspection on 13 February 2019. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements as detailed in the warning notices issued on 12 November 2018. At this inspection we found concerns related to the monitoring of patients prescribed high risk medicines. In response we imposed the following conditions on the provider's registration in respect of breaches of regulation 12 and 17 of the Health and Social Care Act 2008 (2014 Regulations):

1. The registered provider must within 28 days ensure that patients registered with Nexus Health Group at 2 Princess Street and all of its branch surgeries who are prescribed high risk medicines and are overdue monitoring tests, have the required monitoring undertaken and medication review completed as set out in local and national guidance and recommendations.

2. The registered provider must within 28 days implement systems to ensure patients registered with Nexus Health Group at 2 Princess Street and all of its branch surgeries

who are taking medicines which require regular monitoring and medication review are identified, called/recalled, monitored and reviewed in accordance with the relevant local and national clinical guidelines.

3. The registered provider must within 14 days implement systems to ensure timely risk assessments are completed for patients registered with Nexus Health Group at 2 Princess Street and all of its branch surgeries who require regular monitoring of medicines and medication reviews when those patients fail to engage with the review process.

This inspection completed on 13 June 2019 was undertaken to assess the extent to which the provider had taken action to comply with the conditions imposed on their registration.

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.

This inspection was an unrated inspection to follow up on conditions imposed following our last inspection and the rating remains unchanged.

At this inspection we found:

- That the provider had taken action to comply with the conditions imposed on their registration. Systems and procedures had been established to ensure that patients prescribed high risk medicines were being regularly reviewed and monitored in accordance with current guidance. Where patients did not attend for monitoring the provider had processes in place to assess the risk of continuing to prescribe the medication against the risk of stopping the medication; in addition to considering any alternatives. We reviewed a sample of patients prescribed high risk medicines and found that all patients either had the appropriate monitoring completed prior to prescribing their medication or had a documented consideration of risk completed prior to prescribing.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Overall summary

Chief Inspector of Primary Medical Services and Integrated
Care

Population group ratings

Our inspection team

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

Background to Nexus Health Group

Nexus Health Group head office address is located at 2 Princess Street, Elephant and Castle, London, SE1 6JP. The eight sites are located at the following addresses:

Princess Street Group Practice - 2 Princess Street, Elephant and Castle, London, SE1 6JP
Manor Place Surgery - 1 Manor Place, London, SE17 3BD
Surrey Docks Health Centre - 12-13 Blondin Way, London SE16 6AE
Aylesbury Medical Centre - Thurlow Street, London SE17 2XE
The Dun Cow Surgery - 279 Old Kent Road, London, SE1 5LU
Commercial Way Surgery - 109 Commercial Way, London SE15 6DB
Decima Street Surgery - Artesian Health Centre -

We were told that the intention is to organise services in a way that enables patients to be seen at multiple sites and to undertake joint working across sites. However, this is still in development and at present patients are linked to a particular practice or group of practices that worked together historically. For example, Aylesbury Medical Centre, Dun Cow Surgery and Commercial Way Surgery had previously merged into the Aylesbury partnership and shared staff and back office functions across sites. Decima Street Surgery and Artesian Health Centre operated in the same way under Bermondsey and Lansdowne Medical Mission 2.

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 eight sites.

Nexus Health Group's eight sites are situated within Southwark Clinical Commissioning Group (CCG) and provide services to approximately 74,000 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership comprised of 15 partners including two non-clinical partners. Authority is delegated from the partnership (to a board?) which is comprised of a chair, the Chief Officer and board members; including clinical leads for each site. Authority

is then delegated to locality managers who have responsibility for a number of sites and lead on a number of areas across Nexus. At site level there are operations managers covering between one and two sites and each site has a team leader.

The provision at each site is:

Surrey Docks – 43 GP sessions including six locum sessions, 3 part time Health Care Assistants (HCA) and a part time nurse working 23 hours per week.

Princess Street – 44 GP sessions, a full time HCA, full time nurse, part time nurse and full time advanced nurse practitioner

Manor Place surgery – 25 GP sessions, a full time and a part time nurse and two-part time HCAs

Aylesbury Medical Centre, Dun Cow Surgery and Commercial Way – 70 GP sessions plus 12 registrar sessions, three part-time pharmacists, an advanced nurse practitioner who works 42 hours per week an elderly Care Nurse working 30 hours per week, one full time and one part-time HCA and six full time nurses.

Decima Street Surgery and Artesian Health Centre – 79 GP sessions, two full time practice nurses, a part time nurse and a full-time nurse practitioner, part time HCA and full time clinical pharmacist

The practice is a member of Quay Health Solutions Federation.

There are a higher than average number of patients of working age registered with Nexus Health Group compared with the national average and lower numbers of patients over the age of 65. The age demographics are comparable to those of other practices within the CCG. The percentage of patients not in employment is over double the national average and the practice has a slightly lower proportion of patients with long standing health conditions. The National General Practice Profile states that 21% of the practice population is from a black ethnic background with a further 15% of the population originating from Asian minority groups, 10% of patients

are from mixed or other non-white ethnic groups. This information is historic and likely only relates to the Princess Street Group Practice location. Information published by Public Health England rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The

practice has almost double the levels of deprivation affecting children and older people compared to the national average. Again, this information is historic and only relates to the Princess Street Group Practice location. The provider told us that annual patient turnover across the eight sites ranged from 10 – 20%.