

Branston Surgery





Inspection report

Station Road
Branston
Lincoln
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Date of inspection visit: 09 November 2022
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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	Inadequate	
Are services safe?	Inadequate	
Are services effective?	Requires Improvement	
Are services well-led?	Inadequate	

Overall summary

We carried out an announced comprehensive at Branston Surgery on 8 November 2022. Overall, the practice is rated as inadequate.

Safe - inadequate.

Effective - requires improvement.

Well-led - inadequate.

Why we carried out this inspection

We carried out this inspection to follow up concerns of regulation from the previous inspection in line with our inspection priorities.

The focus of the inspection was on the key questions of safe, effective and well led and to follow up the breaches of regulations identified during our previous inspection on 9 November 2021 of Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment and Regulation 17 HSCA (RA) Regulations 2014 Good governance,

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:

- The practice did not always provide care in a way that kept patients safe and protected them from avoidable harm.
- Patients did not always receive effective care and treatment that met their needs.
- The provider did not have effective oversight of the systems and processes designed to deliver safe and effective care.
- Governance systems were ineffective.

Overall summary

- The provider did not have systems and processes in place to identify and manage risk that may affect delivery of safe and effective care,
- Staff did not always have the training and supervision required,

We found four breaches of regulations. The provider **must**:

- Ensure care and treatment is provided in a safe way to patients,
- Ensure patients are protected from abuse and improper treatment,
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care,
- Ensure sufficient numbers of suitably qualified, competent, skilled and experienced persons are deployed to meet the fundamental standards of care and treatment,

Due to the failings we identified in the management of patient care and treatment on the announced inspection on 8 November 2022 action was taken to protect the safety and welfare of people using this service'. We issued Warning Notices pursuant to Section 29 of the Health and Social Care Act 2008.

I am placing this service in special measures. Services placed in special measures will be inspected again within six months. If insufficient improvements have been made such that there remains a rating of inadequate for any key question or overall, we will take action in line with our enforcement procedures to begin the process of preventing the provider from operating the service. This will lead to cancelling their registration or to varying the terms of their registration within six months if they do not improve.

The service will be kept under review and if needed could be escalated to urgent enforcement action. Where necessary, another inspection will be conducted within a further six months, and if there is not enough improvement, we will move to close the service by adopting our proposal to remove this location or cancel the provider's registration.

Special measures will give people who use the service the reassurance that the care they get should improve.

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 and an additional CQC 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 Branston Surgery

Branston Surgery is located at:

Station Road

Branston

Lincoln

Lincolnshire

LN4 1LH

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.

The practice is not a dispensing practice.

The practice is situated within the NHS Lincolnshire Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of about 5,619. This is part of a contract held with NHS England.

The practice is part of a wider network of seven GP practices known South Lincoln Healthcare primary care network (PCN).

Information published by Public Health England shows that deprivation within the practice population group is in the ninth lowest decile (nine 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 98.6% white, 0.7% mixed, 0.4% Asian, 0.2% black.

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.

Branston Surgery is a single-handed practice. In addition to the GP owner, there are two salaried GPs. They provide 20 sessions a week in total. The practice has a team of an advanced nurse practitioners, three practice nurses and a phlebotomist. They are supported at the practice by a team of reception and administration staff.

The practice is open between 8 am to 6.30 pm, closing for lunch between 1pm and 2pm Monday to Friday. During the period between 1pm and 2 pm the telephones are answered and a GP is available. 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 South Lincoln Healthcare Federation, where late evening and weekend appointments are available. Out-of- hours services are provided by the Lincolnshire Community Health Services NHS Trust.

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 Treatment of disease, disorder or injury	Regulation 18 HSCA (RA) Regulations 2014 Staffing The provider had not ensured all staff had completed essential training at intervals identified in the provider's training matrix, supported them to do or taken action when not completed. This was in breach of Regulation 18 (2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

This section is primarily information for the provider

Enforcement actions

Action we have told the provider to take

The table below shows the legal requirements that were not being met.

Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>The providers governance systems and process had not been developed or embedded to support the safe delivery of patient care and demonstrate clear oversight of patients and staff needs. This included safeguarding, staff training, management of safety alerts, risks management, communication with staff, regular meeting schedules and staff working hours.</p> <p>The provider had not developed a set vision or values related to the practice.</p> <p>The provider had not developed a comprehensive plan for continuous learning and improvement or quality improvement for the practice.</p> <p>This was in breach of Regulation 17(1)(2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>
Diagnostic and screening procedures Maternity and midwifery services 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>The provider did not have clear systems, practice and processes to receive and manage safety alerts to keep people safe and ensure they received medication and advice in line with up to date guidance.</p> <p>The provider did not have fully effective and embedded processes for monitoring patients' health in relation to the use of some medicines and long-term conditions.</p>

This section is primarily information for the provider

Enforcement actions

The provider had not ensured patients would always have access to safe care in the event of a medical emergency.

This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Regulated activity

Diagnostic and screening procedures
Maternity and midwifery services
Treatment of disease, disorder or injury

Regulation

Regulation 13 HSCA (RA) Regulations 2014 Safeguarding service users from abuse and improper treatment

The provider did not have clear systems, practices and processes to keep people safe and safeguard from abuse.

The provider did not have a safeguarding policy that was not comprehensive and covered all aspects included in current guidance.

The provider did not have clear systems, practices and processes to ensure safeguarding information was regularly shared within the practice or with external stakeholders.

This was in breach of Regulation 13 (2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.