

Lakeside Healthcare at Rushden

Inspection report

Adnitt Road
Rushden
Northamptonshire
NN10 9TR
Tel: 01933 412666
www.rushdenmedicalcentre.com

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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 safe?

Good 

Are services effective?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

Lakeside Healthcare at Rushden was inspected previously:-

- A comprehensive inspection was completed on 29 November 2018 as part of our inspection of the provider (Lakeside Healthcare Partnership). Lakeside Healthcare at Rushden were rated as Requires Improvement overall with Requires Improvement for Safe and Well-led and the population group of Long term conditions. A warning notice was issued for Regulation 17 (Good Governance) which required the practice to be compliant by 31 January 2019.
- A focused inspection was completed on 6 June 2019 to follow up on the warning notices and breach of legal requirements found at the comprehensive inspection in November 2018. Whilst we found compliance in some areas of the warning notices further concerns were identified, so we inspected two further key questions of safe and well-led which resulted in the practice being rated inadequate overall. The population group people with long term conditions remained rated at requires improvement. We did not inspect the key questions of Effective, Caring and Responsive at this inspection. We served two further warning notices in relation to Regulation 12 Safe Care and Treatment and Regulation 17 Good Governance which required the practice to be compliant by 6 September 2019. The practice was placed in special measures for a period of six months

We carried out an announced comprehensive inspection at Lakeside Healthcare at Rushden on 11 December 2019. We also looked at the breaches covered in the warning notices for Regulations 12 and 17 served in 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 found that:

- Lakeside Healthcare at Rushden demonstrated they had been responsive to the findings of the previous reports and were able to evidence significant improvements

- had been made. We saw clinical leadership and oversight had improved and GP partners and the majority most of the practice staff we spoke with had been fully engaged in the changes that had been made.
- Patients' health was monitored in a timely manner to ensure medicines were being used safely and followed up on appropriately.
- The practice had made improvements to their governance arrangements and had taken most of the appropriate steps required to ensure patients remained safe.
- Patients were supported, treated with dignity and respect.

We have rated the practice as requires improvement for providing an effective service because the population groups of long term conditions and working age people (including those recently retired and students) were rated as requires improvement :-

- The percentage of women eligible for cervical screening was below the national average of 80% and the practice did not have a failsafe system in place to ensure that patients had received their results and referred to secondary care where appropriate.
- Exception reporting for patients with long term conditions was above the CCG and national averages.

The areas where the provider **should**:

- Continue to carry out monthly fire safety and legionella water temperature testing to ensure risks are mitigated and actions taken where appropriate.
- Review process for exception reporting and make improvements in those areas highlighted in the Quality Assurance Framework.
- Improve uptake of cervical screening and ensure outstanding test results are monitored.
- Implement actions from the GP patient survey to improve patient satisfaction.

I am taking this service out of special measures. This recognises the significant improvements that have been made to the quality of care provided by this service.

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	Requires improvement 
Families, children and young people	Good 
Working age people (including those recently retired and students)	Requires improvement 
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, Practice Manager Specialist Advisor and a Practice Nurse Specialist Advisor.

Background to Lakeside Healthcare at Rushden

Lakeside Healthcare at Rushden, formally known as Rushden Medical Centre is located at Adnitt Road, Rushden, NN10 9TR and consists of a single site with car parking facilities and level access. The surgery is one of eight locations of Lakeside Healthcare Partnership, a partnership of GPs and others which provides primary medical services to approximately 180,000 patients across Northamptonshire, Lincolnshire, Cambridgeshire and Peterborough.

The practice is registered with Care Quality Commission to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures, family planning and treatment of disease, disorder or injury.

Lakeside Healthcare at Rushden is situated within the NHS Nene Clinical Commissioning Group (CCG) and provides services for approximately 11,000 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. A community pharmacy is located in the same building as the practice.

The practice has two partner GPs (two female), one salaried GP (male), three locum GPs, a lead nurse, three practice nurses and one health care assistant. They are supported by a Practice Manager, Office Manager and a team of receptionists and administration staff.

Information published by Public Health England rates the level of deprivation within the practice population group as seven, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice is open between 8am and 6.30pm Monday to Friday. Additional appointments are also available on two Saturday mornings per month from 8am to 12 Midday.

The practice offers extended access for evening and weekend appointments via the East Northants Hub. Appointments are booked via the practice. The extended hours access appointments are provided by GPs, Practice Nurses, Paediatric Nurses and other clinicians both inside and outside of core General Practice opening hours in East Northants.

Opening times for the Northants Hub are:

- 6.30pm to 8pm Monday to Friday
- 8am to 12 midday Saturdays
- 8am to 12 midday Bank Holidays

All appointments are at Harborough Field Surgery, 160 Newton Road, Rushden. NN10 0GP

Out-of-hours GP services are accessed by calling the NHS 111 service.