

# Castlefields Surgery

## Inspection report


The Mannoock Medical Centre  
Irthlingborough Road  
Wellingborough  
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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 caring?	Good 
Are services responsive?	Good 
Are services well-led?	Inadequate 

# Overall summary

Castlefields Surgery have been inspected previously:-

We carried out an announced comprehensive inspection at Castlefields surgery on 20 March 2018. The overall rating for the practice was good with requires improvement for

providing well led services. The full comprehensive report on the March 2018 inspection can be found by selecting the 'all reports' link for Castlefields Surgery on our website at

[www.cqc.org.uk](http://www.cqc.org.uk).

An announced focused inspection was carried out on 18 October 2018 to confirm that the practice

had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 20 March 2018. The practice was rated as Good but still remained as requires improvement for providing a well-led service as there were still some issues that had not been resolved.

We carried out an announced focussed inspection on 7 January 2020 to look at the following key questions: Safe, Effective and Well-led and to confirm that the practice had resolved the outstanding issues from the two previous inspections.

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 outgoing monitoring of date about services and
- Information from the provider, patients, the public and other organisations

**The practice is rated as inadequate overall.**

**The practice is rated as inadequate for providing safe services because:**

- The practice did not have all the systems, practices and processes to keep people safe and safeguarded from abuse.
- The practice did not have an effective system for ensuring that Medicines & Healthcare Regulatory Agency (MHRA) and patient safety alerts were received and actioned.
- The system for the summarisation of patient records was not effective.
- Risks were assessed but not all were well managed.

**The practice is rated as requires improvement for providing an effective service because the population groups of working age people (including those recently retired and students) were rated as requires improvement because :-**

- The percentage of women eligible for cervical screening was below the national average of 80%.
- Exception reporting for patients with long term conditions was above the CCG and national averages.
- Only 50% of patients on the learning disability register had received an annual health check in the last 12 months.

**The practice is rated as inadequate for providing well-led services because:**

- We found that overall leadership was not always effective. We found a lack of accountable leadership and governance relating to the overall management of the service. Systems and processes in place were not always established or operated effectively to ensure compliance with good governance. The practice was therefore unable to demonstrate strong leadership in respect of safety.

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

- Ensure care and treatment is provided in a safe way to patients.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

In addition, the provider **should**:

- Improve learning and actions from significant events and complaints.
- Undertake audits of minor surgery on a regular basis.
- Improve complaint responses and ensure they have clinical oversight.
- Develop a systematic approach to the recall of patients with long term conditions and vulnerable groups.

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 population group, key question or overall, we will take action in line with our enforcement procedures to begin the

# Overall summary

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 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)	Requires improvement	
People whose circumstances may make them vulnerable	Requires improvement	
People experiencing poor mental health (including people with dementia)	Good	

## Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team also included a GP Specialist Advisor, practice manager specialist advisor and a practice nurse specialist advisor.

## Background to Castlefields Surgery

Castlefields Surgery provides a range of primary medical services, from its location at The Mannock Medical Centre, Irthlingborough Road, Wellingborough, Northamptonshire, NN8 1LT. Its services are commissioned by NHS Northamptonshire Clinical Commissioning Group (CCG).

The practice operates from the ground floor of a purpose built modern two-storey building, with disabled access throughout. The building also accommodates a pharmacy, another GP practice and other healthcare services that were not inspected as part of this inspection. There is a large car park outside the surgery, with disabled parking available.

The practice holds a General Medical Services contract (GMS), this is a nationally agreed contract with NHS England.

The practice serves a population of approximately 3,900 patients with a slightly lower than national average population of patients aged over 65 years. The practice population is 72% white British and 12% Asian.

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

The clinical team consists of a lead GP (male). There are also three regular locum GP's (female). The practice also employs two female practice nurses and one female health care assistant. The team is supported by a practice manager and a team of non-clinical, administrative staff.

Members of the community midwife team operate regular clinics from the practice.

Castlefields surgery is open from 8am to 6.30pm on Monday to Friday with extended opening until 8.30pm on alternate Thursdays. The practice is closed once a month for staff training. When the practice is closed, out of hours services can be accessed via the NHS 111 service.

Information about this is available in the practice and on the practice website.

The practice is registered with the Care Quality Commission under Dr Bazurulla Khan, Castlefields Surgery, Mannock Medical Centre, Irthlingborough Road, Wellingborough NN8 1LT and provides the regulated activities of surgical procedures, maternity and midwifery services, treatment of disease, disorder or injury and diagnostic and screening.

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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 are:

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

All appointments for the Wellingborough GP Extended Access Service are available at Albany House Medical Centre, 3 Queens Street, Wellingborough, NN8 4RW.

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 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. We took enforcement action because the quality of healthcare required significant improvement.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 17 HSCA (RA) Regulations 2014 Good governance
Maternity and midwifery services	Systems and processes in place were not always established or operated effectively to ensure compliance with good governance.
Surgical procedures	The practice did not have an effective system for ensuring that Medicines & Healthcare products Regulatory Agency (MHRA) and patient safety alerts were received and actioned.
Treatment of disease, disorder or injury	The system for the summarisation of patient records was not effective.