Coatham Surgery

Inspection report

Coatham Health Village
Redcar
TS10 1SR
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Date of inspection visit: 30 June 2022
Date of publication: 09/09/2022

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	Requires Improvement
Are services safe?	Requires Improvement
Are services effective?	Requires Improvement
Are services caring?	Good
Are services responsive to people's needs?	Requires Improvement
Are services well-led?	Good

Overall summary

We carried out an announced inspection at Coatham Surgery on 15 and 30 June 2022. Overall, the practice is rated as requires improvement.

Safe - requires improvement

Effective – requires improvement

Caring - good

Responsive – requires improvement

Well-led - good

Following our previous inspection on 6 and 7 September 2021, the practice was rated Requires Improvement overall and for all key questions except Safe, which was rated as inadequate and Caring which was rated as Good.

We then carried out a focused follow-up inspection without re-rating the practice, on 10 March 2022. We undertook this inspection without undertaking a site visit but instead collected evidence and information remotely. The purpose was to follow up on:

• A breach of regulation identified at the previous inspection where a warning notice was issued.

The full reports for previous inspections can be found by selecting the 'all reports' link for Coatham Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a comprehensive inspection to follow up on:

- The key questions of safe, effective, caring, responsive and well led, and the ratings carried forward from a previous inspection in September 2021.
- A breach of regulations identified in the previous inspection in March 2022.

How we carried out the inspection/review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews via questionnaires or video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider

Overall summary

- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A 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 have rated this practice as Requires Improvement overall

We found that:

- The provider and practice team had worked hard to bring about significant improvements in the governance and safety of the practice. Past feedback had been acted on, and the provider was no longer in breach of regulations.
- Further work was needed to embed and maintain positive change; however the leadership team exhibited competence and ambition to maintain an improvement trajectory.
- The management of test results, monitoring of high-risk medicines, processes for safety alerts and overall medicines' management was much improved. The provider had plans in place and was actively working on identified areas for improvement.
- Patients on the whole received effective care and treatment that met their needs, although the practice were still working on improvements in identifying and monitoring certain long term conditions.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice and CQC continued to receive high levels of complaints, many of which concerned access to services.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. Significant improvements had been made in recording of decisions about care.
- The practice took prompt action in response to the findings from the inspection, and showed an open and candid culture in discussing necessary improvements.

We found no breaches of regulations. The provider **should**:

- Continue to collect and monitor the immunisation status of appropriate staff
- Continue to develop the system to run regular searches for all historical safety alerts, and remind clinicians of such alerts to ensure that they are following prescribing best practice.
- Continue to work to increase the improvement of ACE/ARB (medicines to control blood pressure) monitoring
- Continue to check the records of patients with potential missed diagnoses of Chronic Kidney Disease to correct any coding issues and ensure that all required monitoring checks are done.
- Continue to monitor their progress on the provision of long term condition care, and adjust service provision as required.
- Continue to engage with patients and analyse ways to show improved access to appointments.

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

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit with a second CQC inspector. 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. Additional advice was also sought from a member of the CQC pharmacy team, and the CQC national clinical advisor.

Background to Coatham Surgery

Coatham Surgery is located at:

Coatham Health Village

Redcar

TS10 1SR

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury and surgical procedures.

The practice offers services from one site, Coatham Surgery at Coatham Health Village, Redcar, which we visited as part of this inspection.

The practice is situated within the Tees Valley Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 6,300. This is part of a contract held with NHS England.

Information published by Public Health England shows that deprivation within the practice population group is in the third lowest decile (three of 10). The lower the decile, the more deprived the practice population is relative to others. The practice has a slightly higher proportion of older people (21.6%) than the CCG average (19.1%).

There is a team of two GP partners, and two salaried GP's (male and female). The practice has a practice nurse, two healthcare assistants, a pharmacist, practice manager and assistant practice manager and a team of reception/ administration staff.

The practice is open between 8 am to 6 pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by STAR Service (run by ELM Alliance Ltd), where late evening and weekend appointments are available. Out of hours services are provided by ELM Alliance Ltd through the 111 service. NHS 111 advisors or clinicians can also book direct appointments with a GP, Pharmacist or Urgent Treatment Centre. Within the CCG area, ELM Alliance are also commissioned to provide extra clinics for people who have a medical issue but may have potential Covid-19 symptoms. These run every day between 10am and 3pm.

The practice is part of the Redcar Coastal Primary Care Network (PCN). This is where GP practices work together with community, mental health, social care, pharmacy, hospital and voluntary services in their local areas in groups of practices known as primary care networks (PCNs).