

**North East Lincolnshire CCG**

Attachment 08

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| **Report to:** | NEL CCG Partnership Board |
| **Presented by:** | Helen Kenyon, Deputy Chief Executive |
| **Date of Meeting:** | September 2014 |
| **Subject:** | CQC Reports on Primary Care |
| **Status:** | [x]  OPEN [ ]  CLOSED |
| **Agenda Section:** | [ ]  STRATEGY [ ]  COMMISSIONING [ ] OPERATIONAL ISSUES |

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| **OBJECT OF REPORT** |  |
| The CQC judge services against the national standards which are the standards that people can expect when receiving health or social care.The objective of this report is to update the board in relation to the changes being made to the inspection model being used by the CQC with effect from October 2014 for primary care and other health and social care services.Under the old inspection regime which has been in operation since 2009, the following areas formed the basis of the inspection visits for General Practice:* Treating people with respect and involving them in their care
* Providing care, treatment and support that meets people’s needs
* Caring for people safely and protecting them from harm
* Staffing
* Quality and suitability of management

There are three possible outcomes for each area of the inspection regime:

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| ✓ | All standards were being met when the service was inspected by the CQC |
| 🗷 | At least one standard in this areas was not being met when the CQC inspected the service and required improvement |
| 🗶 | At least one standard in this area was not being met when the CQC inspected the service and enforcement action has been taken |

From October 2014 the CQC will implement a new inspection model will rate services according to how safe, effective, caring, responsive and well lead they are using four levels:

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| ★ | Outstanding – the service is performing exceptionally well |
| * Green
 | Good – the service is performing well and meeting the CQC expectations |
| * Orange
 | Requires improvement – the service isn’t performing as well as it should and the CQC has told the service how it must improve |
| * Red
 | Inadequate – the service is performing badly and the CQC has taken enforcement action against the provider of the service |
| * Grey
 | No rating /under appeal/rating suspended – there are some services we can’t rate, while some might be under appeal from the provider. Suspended rating are being reviewed by the CQC and will be published soon |

This report also provides an update to the board on the results of inspections carried out by the CQC in relation to General Practice in the area.Of the 31 Practices and the Out of Hours provider, Core Care Lincs, in North East Lincolnshire 9 have been inspected using the current regime. 8 practices were assessed as delivering to the required standard across all of the 5 areas, whilst one required improvement against 4 for the areas assessed. The CQC required this practice to produce an improvement plan which it is currently implementing. |

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| **STRATEGY** |  |
| One of the key elements of the CCGs strategic plan is to ensure consistent quality services are delivered to the population of North East Lincolnshire. CQC inspections provide a key source of information to enable the CCG to ensure that the providers that are delivering services to the population are of an acceptable quality.  |

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| **IMPLICATIONS** |  |
| If General Practice in North East Lincolnshire is not delivering services to the required standard, this could result in either patients not being able to access GP services, due to capacity constraints resulting from enforcement action, or result in inappropriate admissions to secondary care. |

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| **RECOMMENDATIONS (R) AND ACTIONS (A) FOR AGREEMENT**  |
|  | The Board are asked to note the changes coming into effect from October 2014 in relation to the CQC inspection regime, and to note the findings of the CQC inspections that have already taken place in relation to General practice in the area. | **Agreed?** |
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|  |  | **Yes/No** | **Comments** |
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|  | Does the document take account of and meet the requirements of the following: |  |  |
| i) | Mental Capacity Act | N |  |
| ii) | CCG Equality Impact Assessment | N |  |
| iii) | Human Rights Act 1998 | N |  |
| iv) | Health and Safety at Work Act 1974 | N |  |
| v) | Freedom of Information Act 2000 / Data Protection Act 1998 | N |  |
| iv) | Does the report have regard of the principles and values of the NHS Constitution?[www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\_113613](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_113613) | N |  |

**Listing of practices and CQC inspection status**

**Key to inspection checks icons**

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| 🗷 | At least one standard in this areas was not being met when the CQC inspected the service and required improvement |
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**Assessment areas**:

Treating people with respect and involving them in their care

Providing care, treatment and support that meets people’s needs

Caring for people safely and protecting them from harm

Staffing

Quality and suitability of management

| **Practice Name** | **Inspection undertaken** | **Result from inspection** |
| --- | --- | --- |
| Dr E Amin | Not yet inspected |  |
| Dr A Hussain (rep Dr Hussain) | Not yet inspected |  |
| Ashwood Surgery | Inspected August 2014 | ✓🗶🗶🗶🗶 |
| Dr PS Babu | Inspected September 2013 | ✓✓✓✓✓ |
| Beacon Medical | Not yet inspected |  |
| Birkwood Medical Centre(Wilson) | Not yet inspected |  |
| Dr B Biswas & Partner | Inspected March 2014 | ✓✓✓✓✓ |
| Drs Chalmers & Meier | Inspected November 2013 | ✓✓✓✓✓ |
| Chantry Health Group (Bamgbala) | Not yet inspected |  |
| Chelmsford Medical Centre(Keshri) | Not yet inspected |  |
| Clee Medical Centre  | Not yet inspected |  |
| R Kumar | Not yet inspected |  |
| Field House Medical Group(Hopper and Partners) | Not yet inspected |  |
| Healing Health Centre(Koonar) | Inspected November 2014 | ✓✓✓✓✓ |
| Dr Jethwa, Weelsby View Health Centre | Inspected October 2013 | ✓✓✓✓✓ |
| Dr S Kumar and Partners | Not yet inspected |  |
| Littlefield Surgery | Not yet inspected |  |
| Dr Mathews | Not yet inspected |  |
| Open Door | Not yet inspected |  |
| Raj Medical Centre | Inspected September 2013 | ✓✓✓✓✓ |
| Pelham Medical Group | Not yet inspected |  |
| Humberview Surgery | Not yet inspected |  |
| Roxton Practice  | Not yet inspected |  |
| Dr S Saha & Dr G De | Not yet inspected |  |
| Scartho Medical Centre | Not yet inspected |  |
| Dr Dijoux and Partners | Not yet inspected |  |
| Dr Singh & Dr Mathews | Inspected September 2013 | ✓✓✓✓✓ |
| Woodford Medical Centre(Potter) | Not yet inspected |  |
| Dr Qureshi | Not yet inspected |  |
| Quayside Open Access | Not yet inspected |  |
| Dr Bedi | Not yet inspected |  |
| GP Out of Hours unit | Inspected July 2013 | ✓✓✓✓✓ |