

Attachment

**North East Lincolnshire CCG**

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| **Report to:** | NEL CCG Joint Co-Commissioning Committee |
| **Presented by:** | Julie Wilson, Assistant Director Co-Commissioning |
| **Date of Meeting:** | 23/07/2015 |
| **Subject:** | CQC Inspections Update: Ashwood Surgery |
| **Status:** | OPEN  CLOSED |
|  | Complies with latest CCG Strategy for Primary Medical Services, if not, please give a brief reason why: |

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| **OBJECT OF REPORT:** To update Committee members on the recent CQC announcement regarding an Inadequate rating for the Ashwood Surgery, and the support that is being offered to the Practice. |
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| **STRATEGY:** Good quality general practice is a key element of the CCG’s overall strategy. In line with the primary care strategy presented to the Committee in April 2015, it is important that we aim to secure and maintain high quality general practice. |
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| **IMPLICATIONS:** The CQC has inspected Ashwood Surgery, based within Weelsby View in Grimsby, and has given an overall rating of ‘Inadequate’. A summary of the report is attached as Appendix A, along with the press releases from the CQC and the CCG.  The CCG has a statutory duty to support GP practice development. We also have growing pressures in our Primary Care services that mean we must always seek to secure our existing GP primary care provision wherever possible, at the right level of quality. We shall therefore offer to support Ashwood surgery in developing and delivering those aspects of its Action Plan that we are able to assist with (some aspects can only be improved by the practice itself).  The practice will decide whether to accept that offer of support.  The CCG (and its members) also has a responsibility to ensure safe and good quality services are being provided. Therefore if any new/additional issues of concern arise through CCG practice members or HQ staff they must be reported immediately to the CQC, who will respond by investigating the matter. Their response may include an immediate re-inspection if appropriate.  A joint approach to offer support to Ashwood has been made by the CCG and NHS England and a meeting to discuss support for the action plan is in the process of being arranged. |
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| **RECOMMENDATIONS (R) AND ACTIONS (A) FOR AGREEMENT:**  The Joint Co-Commissioning Committee is asked to:   * Note the conclusion of the CQC following their inspection of Ashwood Surgery, and the improvements that are required * Note the offer of support that has been made to the Practice by the CCG and NHS England. | |
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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/a | Any service changes or improvements made by the Practice in response to their CQC inspection would need to take account of this. |
| ii) | CCG Equality Impact Assessment | n/a | As above |
| iii) | Human Rights Act 1998 | n/a | As above |
| iv) | Health and Safety at Work Act 1974 | n/a | As above |
| v) | Freedom of Information Act 2000 / Data Protection Act 1998 | Y |  |
| 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) | Y |  |

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**Appendix 1**

**Summary CQC Report – Ashwood Surgery**

Inspection Dates: 21/01/15, 09/03/15 & 10/03/15  
Published: 9th July, 2015

**Overall Rating: Inadequate**

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

**Summary**  
The practice was previously inspected in June 2014, during which CQC found concerns in relation to care and welfare of patients, safeguarding patients, cleanliness and infection control, management of medicines, requirements relating to workers, supporting workers and the management of records. There were also on-going financial disputes regarding the payment of bills which resulted in a disruption to service provision. Concerns were also raised around lack of staff support and failure to pay some staff pension contributions.

CQC noted that the practice had made some progress to address these concerns. However, further concerns were identified at this inspection relating to assessing and monitoring the quality of service, governance arrangements, ineffective management of risks and monitoring of performance.

**Action**

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

• Ensure there is a system in place for clinicians to be kept up to date with national guidance and guidelines.

• Ensure the practice monitor and review significant events.

• Ensure the practice have systems in place to review the effectiveness of learning from incidents.

• Ensure there are systems for assessing and monitoring risks and the quality of the service provision.

• Ensure audits of practice are undertaken, including completed clinical audit cycles.

• Ensure there are formal governance arrangements to improve patient care. All staff need to be aware of the importance of governance to improve patient care.

• Ensure a sufficient number of clinical staff are employed to safeguard the health, safety and welfare of patients.

• Ensure that patient records contain a rationale for the treatment prescribed and document sufficient information which would enable another clinician to effectively take over care for a patient.

• Ensure appropriate support and training is in place for the practice nurse and health care assistant.

In addition the provider **should**:

• Ensure the practice website provides up to date information to support patients.

• Ensure there is information to signpost patients to support services or advise on what action to take in an emergency.

• Ensure all staff are familiar and aware of the business continuity plan.

• Ensure there are systems so a locum GPs can access clinical peer support in the surgery.

• Ensure processes are in place to prevent accidental turn off of the vaccination storage fridge which is not hard wired.

The Practice is required to provide a report to the CQC detailing what actions they will take to ensure essential standards of quality and safety are being met in line with the CQCs detailed report. The Practice will be re-inspected in 6 months’ time.

The full details of the report can be found on the CQC website <http://www.cqc.org.uk/location/1-516543270>

**Appendix 2**

**Immediate Release**

**CQC rates Grimsby GP Practice as Inadequate**

England’s Chief Inspector of General Practice has told a Grimsby GP that the practice must improve following an inspection by the Care Quality Commission.

A specialist team of inspectors found that the Ashwood Surgery Limited, Grimsby was not providing services which were safe, effective, caring, responsive or well led. Overall, the Ashwood Surgery was rated as Inadequate.

Under CQC’s new programme of inspections, led by Professor Steve Field, Chief Inspector of General Practice, all of England’s GP practices are being inspected and given a rating.

The Ashwood surgery was inspected in January 2015 and twice in March 2015. The inspection team was led by a CQC Lead Inspector. The team included GPs, a practice manager and a CQC inspection manager

A full report of this inspection has been published on the CQC website today: http://www.cqc.org.uk/location/1-516543270

During the inspection inspectors spoke with a range of administration and clinical staff, including the GP, practice manager and two different locum GPs who were working at the practice in January and March 2015.

CQC also spoke with patients who used the service and additionally were able to speak with four members of the patient participation group (PPG) following the inspection. CQC comment cards - where patients shared their views and experiences about the service - were also reviewed.

The inspections identified a number of areas for improvement, including the need for:

• Systems to be in place for clinicians to be kept up to date with national guidance and guidelines.

• The practice to monitor and review significant events.

• Systems to be in place to review the effectiveness of learning from incidents

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• Systems for assessing and monitoring risks and the quality of the service provision.

• Audits of practice to be undertaken, including completed clinical audit cycles.

• Formal governance arrangements to improve patient care, with all staff to be aware of the importance of governance to improve patient care.

• A sufficient number of clinical staff to be employed to safeguard the health, safety and welfare of patients.

CQC has been working closely with North East Lincolnshire clinical commissioning group, and NHS England to support the practice while it addresses the issues identified by the inspection.

**Sue McMillan s CQC’s Deputy Chief Inspectorin the North:**

“Patients should be able to expect high quality and consistent care from their GP practice. It is important that the people who are registered with the Ashwood Surgery Limited can rely on getting the high quality care which everyone is entitled to receive from their GP.

“I have particular concerns in relation to access to appointments, lack of continuity of care, poor support of locum GPs and that often there was not a GP available to patients. We were told that there were instances when the lead GP was only available in the practice for a short period each day. This is not acceptable.”

“On the basis of the ratings given to this practice at this inspection, CQC is placing the provider into special measures. This will be for a period of six months. The Care Quality Commission will inspect the practice again in six months to consider whether sufficient improvements have been made. If we find that the provider is still providing inadequate care we will take steps to cancel its registration with CQC.”

**Ends**

**For media enquiries, call David Fryer, Regional Engagement Manager, 07901 514220 or the CQC press office on 020 7448 9401 during office hours or out of hours on 07789 876508. For general enquiries, call 03000 61 61 61.**

**NOTES TO EDITORS:**

CQC has published a full report at: http://www.cqc.org.uk/location/1-516543270

To get to the heart of people’s experiences of care, we always ask the following five questions of services.

• Are they safe?

• Are they effective?

• Are they caring?

• Are they responsive to people’s needs?

• Are they well-led?

For every NHS GP practice we will look at the quality of care for the following six population groups: Older people, People with long-term conditions, Families, children and young people, Working age people (including those recently retired and students),People whose circumstances may make them vulnerable, People experiencing poor mental health (including people with dementia).

Since 1 April, providers have been required by law to display their ratings on their premises and on their websites so that the public can see their rating quickly and easily. This should be done within 21 days of publication of their inspection report. For further information on the display of CQC ratings, please visit: <http://www.cqc.org.uk/content/display-ratings>

**Appendix 3**





MEDIA STATEMENT

9 July 2015

**CCG response to local practice being placed under Special Measures**

North East Lincolnshire Clinical Commissioning Group is aware that Ashwood Surgery has been placed under special measures by the Care Quality Commission (CQC) to ensure that the Practice delivers the essential improvements that the CQC has identified within 6 months.

The decision follows a recent inspection by the CQC which included interviews with patients and members of the patient participation group as well as administrative and clinical staff from the practice.

Primary care services at Ashwood Surgery will continue as normal and patients should be aware this does **not** affect the other practices operating from the Weelsby View Health Centre.

Mark Webb, Chair of North East Lincolnshire Clinical Commissioning Group, said:

"Patients can be assured that North East Lincolnshire Clinical Commissioning Group will be working with the CQC and NHS England to support the practice while it is in special measures to help the practice to improve and to ensure patients continue to receive locally delivered GP services as normal which will be improving to meet our expected standards.”

If any patients have concerns or would like to talk to us please contact North East Lincolnshire CCG Customer Care Team on 0300 3000 500 or email [nelccg.askus@nhs.net](mailto:nelccg.askus@nhs.net)

**ENDS**

**For further information contact the NHS North Yorkshire and Humber Communications Team on 0300 303 8394**

**Appendix 4**

**Local GP practice placed under Special Measures**

North East Lincolnshire Clinical Commissioning Group is aware that Ashwood Surgery has been placed under special measures by the Care Quality Commission (CQC) to ensure that the Practice delivers the essential improvements that the CQC has identified within 6 months.

Under CQC’s new programme of inspections, led by Professor Steve Field, Chief Inspector of General Practice, all of England’s GP practices are being inspected and given a rating.

Ashwood surgery was inspected in January 2015 and twice in March 2015. The inspection team was led by a CQC Lead Inspector. The team included GPs, a practice manager and a CQC inspection manager. A full report of this inspection has been published on the CQC website today which you can access [here](http://www.cqc.org.uk/location/1-516543270).

During the inspection inspectors spoke with a range of administration and clinical staff. CQC also spoke with patients who used the service and additionally were able to speak with four members of the patient participation group (PPG) following the inspection. CQC comment cards - where patients shared their views and experiences about the service - were also reviewed.

Primary care services at Ashwood Surgery will continue as normal and patients should be aware this does **not** affect the other practices operating from the Weelsby View Health Centre.

Patients can be assured that we will be working with the CQC and NHS England to support the practice while it is in special measures to help it improve and ensure patients continue to receive locally delivered GP services as normal which will be improving to meet our expected standards.

If any patients have concerns or would like to talk to us please contact North East Lincolnshire CCG Customer Care Team on 0300 3000 500 or email [nelccg.askus@nhs.net](mailto:nelccg.askus@nhs.net)