

Agenda Item 09

Report to: (Board/Sub-Committee): Primary Care Commissioning Committee

Date of Meeting: 24th September 2019

Subject: Primary Care Quality Update

Presented by: Julie Wilson. Assistant Director Programme Delivery & Co-Commissioning

Report Author: Rachel Barrowcliff, Service Manager

STATUS OF THE REPORT (*auto check relevant box*)

- For Information
- For Discussion
- For Approval / Ratification
- Report Exempt from Public Disclosure No Yes

<p>PURPOSE OF REPORT:</p>	<p>The Care Quality Commission has undertaken three inspections at GP Practices within the CCG area during June and July 2019, and this report provides a summary of the outcome of those visits.</p> <p>To support the CQC inspection process, the CCG Primary Care Team, in conjunction with the Quality Team, offer a pre-CQC mock visit supporting programme for practices.</p> <p>At Blundell Park Surgery, one of the practices that took up the offer of support pre-CQC, concerns were identified and an initial action plan was put in place ahead of the CQC inspection. The outcome for the CQC inspection is an overall 'Inadequate' rating and the practice has been placed in special measures. This report sets out more detail regarding this rating, and the support the CCG is putting in place to ensure patients receive safe and effective services.</p> <p>The other two practices which have recently been inspected – Greenlands Surgery and The Lynton Practice – received an overall Good rating.</p>
<p>Recommendations:</p>	<p>The Committee is asked to note the update provided in this report and the actions the CCG is taking to support the practice that will be placed in special measures, following an inadequate rating.</p>
<p>Committee Process and Assurance:</p>	<p>N/A</p>
<p>Implications:</p>	
<p>Risk Assurance Framework Implications:</p>	<p>There is a risk to effective and safe delivery of services to patients at Blundell Park Surgery if improvements are not achieved and sustained. The CCG is working closely with the practice to ensure improvements are delivered.</p> <p>It should be noted that as a result of the recent inspections, the CCG's performance against the Improvement and Assessment Framework indicator (121b - Provision of high quality care: primary medical services) will deteriorate.</p>
<p>Legal Implications:</p>	<p>There are potential implications for the CQC registration of Blundell Park Surgery, and consequent implications on the contractual arrangements with the practice, if improvements are not achieved and sustained.</p>

Background

The CCG continues to support practices in relation to forthcoming CQC inspections, through offering a pre-inspection mock CQC visit. Up until early September 2019, all practices in North East Lincolnshire had an overall GOOD rating for each domain. However, the CCG pre-inspection visit for Dr Biswas-Saha's practice at Blundell Park Surgery highlighted a number of concerns, and following the CQC inspection on 9 July 2019, and publication of the report on 12th September, this has resulted in an INDEQUATE rating, putting the practice into special measures.

The details of the outcome of the CQC inspection visits are summarised below.

Care Quality Commission Published Reports

Greenlands Surgery

Inspection report

Stirling Medical Centre
Stirling Street
Grimsby
DN31 3AE
Tel: 01472 721637
www.greenlandssurgery.co.uk

Date of inspection visit: 24/6/2019
Date of publication: 01/08/2019

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?	Good	●
Are services caring?	Good	●
Are services responsive?	Good	●
Are services well-led?	Good	●

The Lynton Practice

Inspection report

Taylors Avenue Medical Centre
143 Taylors Avenue
Cleethorpes
DN35 0LN
Tel: 01472572424
www.taylorsavenuemedicalcentre.co.uk

Date of inspection visit: 23 July 2019
Date of publication: 02/09/2019

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?	Good	●
Are services caring?	Good	●
Are services responsive?	Good	●
Are services well-led?	Good	●

Blundell Park Surgery

Inspection report

142-144 Grimsby Road
Cleethorpes
DN35 7DL
Tel: 01472 691606
www.blundellparksurgery.nhs.uk

Date of inspection visit: 9 July 2019
Date of publication: 12/09/2019

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?	Inadequate 
Are services caring?	Good 
Are services responsive?	Requires improvement 
Are services well-led?	Inadequate 

Blundell Park Surgery (Dr Biswas-Saha)

The report for Dr Biswas-Saha's practice highlights a number of concerns, which had already been partly determined by the CCG's pre-inspection visit. This resulted in the CCG supporting the practice to develop an action plan ahead of the CQC visit. The CQC visit took place and the recently published report shows the practice rated as **INADEQUATE** overall, with three domains classed as inadequate, one requiring improvement and one rated as good. This now means that the practice will be placed in special measures, with a review in 3 months and a full re-inspection within 6 months. The CCG and the Local Medical Committee is continuing to work closely with the practice to ensure the required improvements are implemented. The practice have also brought in additional support to assist with this work. The key concerns are set out on page 2 of the full report, but are summarised below as:-

- Poor leadership and culture
- Lack of clear systems and processes to keep patients safe
- Ineffective governance arrangements
- Little evidence of systems and processes for learning, continuous improvement and innovation.

The CCG is continuing to support the practice and is closely monitoring progress against the action plan and, in particular, the sustainability of any improvements that are made. There are potential implications for both CQC registration, and the contractual arrangements between the CCG and the practice, should the improvements not be achieved and sustained.

The Committee will be kept informed regarding the progress against the action plan and re-inspection outcome.

CCG Rating

It should be noted that as a result of the recent inspections, and in particular that of Dr Biswas-Saha, the CCG's performance against the Improvement and Assessment Framework indicator (121b - Provision of high quality care: primary medical services) will deteriorate.

Recommendation

The Primary Care Commissioning Committee is asked to:-

- Note the update provided in this report and the actions the CCG is taking to support the practice that is placed in special measures.