

Cossington Park Surgery

Inspection report

52 Brandon Street
Leicester
LE4 6AW
Tel: 0116268970
www.cossingtonparksurgery.co.uk

Date of inspection visit: 25 July 2023
Date of publication: 04/09/2023

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?	Requires Improvement	●
Are services responsive to people's needs?	Requires Improvement	●
Are services well-led?	Requires Improvement	●

Overall summary

We carried out an announced comprehensive at Cossington Park Surgery on 25 July 2023. Overall, the practice is rated as requires improvement.

Safe – requires improvement

Effective - requires improvement.

Caring – requires improvement.

Responsive – requires improvement.

Well-led – requires improvement.

Following our previous inspection in February 2019 the practice was rated as good overall and for all the key questions.

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

Why we carried out this inspection.

We carried out this inspection to follow up on concerns that were reported to us. We inspected all key questions.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice’s patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short 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 found that:

Overall summary

- The practice did not always provide care in a way that kept patients safe and protected them from avoidable harm.
- Systems around recalling patients for monitoring of medicines and long-term conditions were not always effective.
- Oversight of test results needed improving to ensure patients were diagnosed and followed up in a timely manner.
- Patients did not always receive effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way.
- Governance structures within the practice needed to be strengthened to outline responsibilities and systems in place.

We found one breach of regulations. The provider **must**:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

Along with the breach of regulation found, the provider **should**:

- Improve uptake rates for cervical screening.
- Take action to proactively identify and support carers within the practice.
- Improve record keeping for areas such as complaints, significant events and meeting minutes.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health 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. The site visit was supported by a second CQC inspector and an operations manager. 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.

Background to Cossington Park Surgery

Cossington Park Surgery is located in Leicester at:

Belgrave Health Centre

52 Brandon Street

Leicester

LE4 6AW

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 is situated within the Leicester, Leicestershire and Rutland Integrated Care Board (ICB) and delivers Alternative Provider Medical Services (APMS) to a patient population of about 7,700. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices known as Orion Primary Care Network (PCN).

Information published by the Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the third lowest decile (3 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice population is 74% Asian, 18% White, 4% Black, 2% Mixed, and 2% Other.

The practice has a higher than average population of patients between the ages of 25-39 years of age. The practice also has a higher than local and national averages prevalence for the long term conditions of diabetes and hypertension.

There is a team of 3 GP partners who work across 2 locations. 1 GP partner took the lead at Cossington Park Surgery. The practice has a team of 1 practice nurse who provides nurse-led clinics for long-term conditions, and a health care assistant. The GPs are supported at the practice by a team of reception and administration staff. The practice manager provides managerial oversight across this practice and the other practice that the partners were responsible for.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments. Additional appointments on evenings and Saturdays could be booked at alternative services for members of the PCN.

Extended access is provided locally by Derbyshire Health United, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.

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 were not being met.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 17 HSCA (RA) Regulations 2014 Good governance • Systems to ensure patients taking medicines which require monitoring were up to date were not always effective. • Systems to ensure test results indicating diagnosis of long-term conditions were not always completed in a timely manner. • Patient safety alerts were not always being received and acted upon within the practice. • Long term condition reviews were not always being completed in line with national guidance. • Medication reviews did not always pick up potential risks to patients such as overdue monitoring or safety alerts. • There was a backlog of summarising new patient records which had not been identified by practice management.
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	