

# Malling Health @ Blue Suite

## Inspection report

103-107 High Street  
Rainham  
Gillingham  
Kent  
ME8 8AA  
Tel: 01634 337632  
www.mhmedway.co.uk

Date of inspection visit: 12 March 2019  
Date of publication: 10/05/2019

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

Requires improvement



Are services safe?

Good



Are services effective?

Requires improvement



Are services caring?

Requires improvement



Are services responsive?

Requires improvement



Are services well-led?

Good



# Overall summary

We carried out an announced comprehensive inspection at Malling Health @ Blue Suite on 24 July 2018. The overall rating for the practice was inadequate and the practice was placed in special measures for a period of six months. The full comprehensive report on the July 2018 inspection can be found by selecting the 'all reports' link for Malling Health @ Blue Suite on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

After our inspection in July 2018 the practice wrote to us with an action plan outlining how they would make the necessary improvements to comply with the regulations.

We carried out an announced focussed follow-up inspection on 18 September 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 24 July 2018. The practice was not rated as a consequence of this inspection.

At our inspection on 18 September we found that the practice had made some progress but had not fully met the Warning Notices issued on 6 August 2018 and we therefore issued requirement notices. The full comprehensive report on the September 2018 inspection can be found by selecting the 'all reports' link for Malling Health @ Blue Suite on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

After the inspection in September 2018 the practice wrote to us with an action plan outlining how they would make the necessary improvements to comply with the regulations.

This inspection was undertaken following the period of special measures and was an announced comprehensive inspection carried out on 12 March 2019 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspections on 24 July 2018 and 18 September 2018. This report covers findings in relation to those requirements.

Overall the practice is now rated as Requires Improvement.

The key questions are rated as:

Are services safe? – Good.

Are services effective? – Requires Improvement.

Are services caring? – Requires Improvement.

Are services responsive? – Requires Improvement.

Are services well-led? – Good.

At this inspection we found:

- The practice had continued to make improvements to the systems, processes and practices that helped to keep patients safe and safeguarded from abuse. These were now effective.
- The practice had continued to revise and improve their assessment and management of risks to patients, staff and visitors. These were now effective.
- There had been further improvements to the arrangements for medicines management in the practice and patients were now being kept safe as a result.
- The practice was able to demonstrate that they learned from and made improvements when things went wrong.
- The practice had action plans to improve quality and performance and was still in the process of implementing, embedding and reviewing their effectiveness.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients were able to access care and treatment from the practice within an acceptable timescale for their needs.
- Improvements had been made to help ensure that multidisciplinary team meetings were being held and were effective.
- Improvements to the practice's complaints system had taken place. It was now being operated effectively and had been made accessible to all patients.
- Governance arrangements had been improved and were being effective.
- There had been improvements to the practice's systems and processes for learning, continuous improvement and innovation which were now effective.

The areas where the provider **must** make improvements as they are in breach of regulations are:

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

The areas where the provider **should** make improvements:

- Continue to implement improvements to the practice's computer system in relation to children on the at risk register.

# Overall summary

- Continue to implement and evaluate planned activities to improve patient satisfaction scores.

I am taking this service out of special measures. This recognises the significant improvements made to the quality of care provided by this service.

## **Rosie Benneyworth**

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

<b>Older people</b>	<b>Requires improvement</b> 
<b>People with long-term conditions</b>	<b>Requires improvement</b> 
<b>Families, children and young people</b>	<b>Requires improvement</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Requires improvement</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Requires improvement</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Requires improvement</b> 

## Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) Lead Inspector. The team included a GP Specialist Adviser and a Practice Manager Specialist Adviser.

## Background to Malling Health @ Blue Suite

- The registered provider is Malling Health (UK) Limited which is a subsidiary of Integral Medical Holdings (IMH) Limited.
- Malling Health @ Blue Suite is located at 103-107 High Street, Rainham, Gillingham, Kent, ME8 8AA. The practice has an alternative provider medical services contract with NHS England for delivering primary care services to the local community. The practice website address is [www.mhmedway.co.uk](http://www.mhmedway.co.uk).
- As part of our inspection we visited 103-107 High Street, Rainham, Gillingham, Kent, ME8 8AA only, where the provider delivers regulated activities. The provider also delivers regulated activities at Parkwood Surgery, Long Catlis Road, Parkwood, Rainham, Kent, ME8 9PR.
- At the time of our inspection Malling Health @ Blue Suite did not have a registered manager in post and had not done so since 7 September 2017.
- Malling Health @ Blue Suite has a registered patient population of approximately 7,500 patients. The practice is located in an area with a lower than average deprivation score.
- There are arrangements with other providers (MedOCC) to deliver services to patients outside of the practice's working hours.
- Malling Health @ Blue Suite is operated by Malling Health (UK) Limited. The practice staff consists of two salaried GPs (one male and one female), one practice manager, one assistant practice manager, two advanced nurse practitioners (one male and one female), two practice nurses (both female), one diabetic nurse specialist (female), one healthcare assistant (female), one clinical pharmacist as well as reception and administration staff. The practice also employs regular locum GPs via an agency.
- Malling Health @ Blue Suite is registered with the Care Quality Commission to deliver the following regulated activities: diagnostic and screening procedures; family planning; maternity and midwifery services; surgical procedures; treatment of disease, disorder or injury.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p><b>Systems or processes were not established and operated effectively to ensure compliance with the requirements in this Part. Such systems or processes did not enable the registered person to;</b></p> <p><b>Assess, monitor and improve the quality and safety of the services provided in the carrying on of the regulated activity. In particular:</b></p> <ul style="list-style-type: none"><li>• Performance for asthma and one diabetes related QOF indicators for 2017 / 2018 was below local and national averages. Exception reporting for one diabetes related indicator and one COPD QOF indicators for 2017 / 2018 were higher than local and national averages. NHS England published results showed the uptake rates for the vaccines given were lower than the target percentage of 90% or above on three out of four indicators. Smoking indicators for 2017 / 2018 were below local and national averages.</li></ul> <p><b>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</b></p>