

Lakeside Healthcare at Stamford

Inspection report

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Stamford
Lincolnshire
PE9 1YA

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<https://www.lakesidehealthcarestamford.co.uk>

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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 

Overall summary

We carried out an announced comprehensive inspection at Lakeside Healthcare in Stamford on 28 November 2018.

The overall rating was Good. Safe was rated as Requires Improvement. Effective, Caring, Responsive and Well-led as rated as Good. Population Groups were rated as Good.

The full comprehensive report for the November 2018 inspection can be found by selecting the 'all reports' link for Lakeside Healthcare at Stamford on the CQC website – .

This inspection was a focussed follow-up inspection which was completed as a desktop review carried out on 22 August 2019. It was undertaken to assess where the practice had improved in the key question of 'Safe' and made the recommended improvements identified during our previous inspection in November 2018. The report covers our findings to those requirements and additional improvements made since the last inspection.

The practice overall rating remains as Good. The practice is now rated as Good for providing Safe Services.

Our key findings were as follows:

- Care and Treatment was provided in a safe way for service users.
- Appropriate recruitments systems and processes were in place
- The practice now had a clinical oversight model in place to ensure staff had the appropriate qualifications and skills to provide safe patient care.
- Improvements to the security of the dispensary had been put in place.

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

- Have oversight of legionella water temperature monitoring carried out by external contractors at both sites and ensure actions are taken when required.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

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

Our inspection team

Our inspection was carried out by a CQC inspector.

Background to Lakeside Healthcare at Stamford

Lakeside Healthcare at Stamford was created in 2017 following the merger of St Mary's Medical Centre, Sheepmarket Surgery and The Little Surgery. The practice operates from two sites, following the closure of The Little Surgery: Sheepmarket Surgery, Ryhall Road, Stamford PE9 1YA and St Mary's Medical Centre, Wharf Road, Stamford PE9 2DH.

The practice is one of eleven locations of Lakeside Healthcare Partnership, a partnership of GPs and others which provides primary medical services to approximately 165,000 patients across Northamptonshire, Lincolnshire and Cambridgeshire.

Lakeside Healthcare at Stamford is a 16 GP partnership who are supported by six salaried GP's, one lead nurse, two community nurse practitioners, 10 practice nurses, one pharmacist, five healthcare assistants and 57 administration and support staff.

Lakeside Healthcare at Stamford is registered with CQC to deliver the following Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury. These are delivered from both sites.

Lakeside Healthcare at Stamford is a training practice and is situated within the South Lincolnshire Clinical Commissioning Group (CCG) and provides services to 31,665 patients. Both sites in Stamford offer dispensing services.

Lakeside Healthcare at Stamford provides an enhanced Same Day Service which is designed to support patients with acute medical needs or those patients who need help or advice before the next routine appointment is available. An Extended Hours appointments service is provided on Tuesday and Thursday evenings and Saturday mornings and Enhanced Access appointments are available during the week, at weekends and on bank holidays. Other services offered include the provision of remote GP clinics for Stamford Endowed Schools and involvement in the Stamford Neighbourhood Team which aims to support patients living in their own homes.

Extended Access appointments are available between 6.30pm and 8pm Monday to Friday and on Saturday and Sunday mornings. A telephone appointment service is provided on the Sundays.

There are higher than average number of patients over the age of 65, 75 and 85 years of age than the national average. Information published by Public Health England, rates the level of deprivation within the practice population group as nine, on a scale of one to ten. Level one represents the highest levels of deprivation and level

ten the lowest. Male life expectancy is 81 years compared to the national average of 79 years. Female life expectancy is 85 years compared to the national average of 83 years.

Out-of-hours GP services are accessed by calling the NHS 111 service.