

Nexus Health Group – Care Quality Commission CQC Inspection Outcome and Improvements

Following an inspection by the Care Quality Commission (CQC), which took place during November 2018, Nexus Health Group have been rated as inadequate and placed in special measures. The report was published on Tuesday 26 February 2019.

Nexus Health Group delivers general practice services to approximately 77,000 registered patients in Southwark over 8 sites. The Sir John Kirk Close Surgery, also run by Nexus, was not inspected as services at this site as delivered under a different contract. The rating is:

Overall CQC Rating	Publication Date	Safe?	Effective?	Caring?	Responsive?	Well-led?
Inadequate (Special Measures)	26/02/2019	Inadequate	Requires Improvement	Good	Requires Improvement	Inadequate

Given the concerns highlighted by the CQC in relation to patient safety, NHS Southwark Clinical Commissioning Group (CCG) and Nexus are taking the issues highlighted in the report very seriously. The CCG has been closely monitoring the practice in line with our general practice contract management framework to ensure that the issues raised by the CQC are addressed. We have supported Nexus with their initial response to CQC’s concerns and will continue to support them to make the required changes and improvements.

The CQC found there was a lack of cohesive governance arrangements including systems and processes to ensure effective oversight of clinical tasks and test results. This means that some patients have not had communications or follow up care as a result of abnormal test results. However, following the inspection in November Nexus completed an urgent review of the outstanding clinical tasks and test results that had not been completed. **All patients requiring a review or treatment have been contacted and offered an appointment** to ensure that they have been appropriately followed up.

We would note that Nexus were very concerned about the outcome of the inspection and were very keen to be open and transparent with patients about areas the CQC raised. It is the view of the CCG that Nexus has gone beyond their statutory duty of candour. Statutory Duty of Candour requires patients to be informed if moderate/severe harm has occurred. Nexus chose to contact every patient affected, although no harm had been found. If patients have concerns, they have been advised to contact their practice. If they feel their concerns are not being addressed, then they can follow Nexus’ complaints procedure or raise issues via the CCG.

Nexus will engage with their Patient Participation Group (PPG), not only on the outcome of the inspection, which will be displayed in their practices and on their website, but also on their improvement plan.

The CQC revisited Nexus on 13 February to follow-up on its warning notices, and the practice was able to demonstrate the improvements made so far. There is a formal comprehensive improvement plan that the CCG has seen a draft version of and commented on. Nexus will formally submit the improvement plan, which seeks to address all the issues that have been raised by the CQC with identified leads and deadlines. Nexus are being supported by the Royal College of GPs to complete this work.

The primary care team are reviewing the CQC report and will be making a recommendation to the next Primary Care Commissioning Committee on the contractual action the CCG will take under the CCG's delegated commissioning responsibility.

The CCG's strategy is for patients in Southwark to have access to high quality, sustainable general practice services. Nexus Health Group was formed in August 2016 following the merger of 4 GP practice Partnerships to enable the delivery of general practices at scale. Nexus Health Group has been implementing a transformation plan to deliver a range of services around geographical populations in line with the Southwark Five Year Forward View. The CCG will continue to support Nexus to achieve the original aims of the merger business case which was to ensure patients have access to resilient, high quality, safe and effective general practice services. Nexus are also in the process of implementing a quality improvement plan and again, we would expect they will engage with their PPG on this.

NHS England has recently published information in relation to the new GP contract, which focuses on enabling general practice to implement the NHS Long Term Plan through investment in workforce and the creation of Primary Care Networks (PCNs). The CCG will be working with all general practices, including Nexus, to ensure that Southwark patients benefit from the additional investment associated with the new contract.

The CCG will work with Nexus to complete regular update progress reports and will share this with stakeholders.