

Silverdale Medical Centre

Inspection report

6 Silverdale Drive
Thurmaston
Leicester
LE4 8NN
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Date of inspection visit: 20 July 2022
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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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection at Silverdale Medical Centre on 20 July 2022. Overall, the practice is rated as good.

Set out the ratings for each key question

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Why we carried out this inspection

This inspection was due to registration changes within the service. All five key questions were inspected as part of this.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- 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 have rated this practice as Good overall

Overall summary

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

Whilst we found no breaches of regulations, the provider **should**:

- Improve the oversight of the waiting room upstairs to enable practice staff to assess if any patients are deteriorating.
- Improve record keeping for medication reviews to include discussions with patients and information about which medicines have been reviewed.
- Provide assurance in meeting minutes that significant events and complaints have been discussed within the team.

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

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 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 Silverdale Medical Centre

Silverdale Medical Centre is located at 6 Silverdale Drive, Thurmaston, Leicester, Leicestershire, LE4 8NN.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures, family planning and surgical procedures.

The practice is situated within the Leicester and Leicestershire Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 6,600. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices within Leicestershire known as Watermead and caters for 32,000 patients.

Information published by Public Health England shows that deprivation within the practice population group is in the seventh highest decile (seven 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 area is 62% White, 33% Asian, 2% Black, 2% Mixed, and 1% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more female patients registered at the practice compared to males.

There is a team of clinicians at the practice managed by the lead GP partner. The practice has regular long-term locum GPs who provide cover the practice. The practice has a team of two nurses who provide nurse led clinics for long-term conditions, immunisations and screening appointments. There is also a health care assistant and a phlebotomist available. The clinicians are supported at the practice by the practice manager, a QOF lead and a team of reception/administration staff.

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.

Extended access is provided locally by DHU, where late evening and weekend appointments are available. Out of hours services are provided by DHU.