

# Leap Valley Medical Centre

## Inspection report

Beaufort Road  
Downend  
Bristol  
BS16 6UG  
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[www.leapvalleysurgery.co.uk](http://www.leapvalleysurgery.co.uk)

Date of inspection visit: 12 May 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?

Requires Improvement 

Are services well-led?

Good 

# Overall summary

We carried out an announced focused inspection, looking at four domains at Leap Valley Medical Practice on 12 May 2022. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Good

Effective - Good

Caring – Good (rating carried through from previous inspection)

Responsive – Requires Improvement

Well-led - Good

Following our previous inspection on 26 and 28 May 2021 the practice was rated Requires Improvement overall and for four out of five key questions with Caring rated as Good.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Leap Valley Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This inspection was a focused inspection to follow up on:

- The safe, effective, responsive and well led key questions
- The breach of Regulation 17 – good governance and Regulation 12 – safe care and treatment of the HSCA (RA) Regulations 2014 identified at a previous inspection in May 2021.

We did not inspect the Caring domain at this inspection and brought the rating forward.

## 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 remote 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

# Overall summary

## 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

We found that:

- The practice had acted upon the areas we highlighted as in need of improvement at our previous inspection.
- 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 number of ways.
- 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**:

- The provider should continue to embed systems and processes into the governance of the practice so that processes are completed, provide assurance and managed in line with policies and procedures. For example: Completion of the risk register to show outcomes and closed risks, all staff should follow the complaints process.
- The provider should continue to monitor access to the practice by telephone and continue to develop and embed measures taken to improve patient access.
- The provider should continue to develop the Patient Participation Group (PPG) with the patients who had volunteered to join this group, while recruiting new members is ongoing.
- The provider should monitor training to ensure staff training is up to date and reflects changes in national and local guidance.

**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 and a second 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 Leap Valley Medical Centre

Leap valley Medical Centre is located in Bristol at:

Beaufort Road

Downend

Bristol

BS16

The practice has a branch surgery at:

42 Abbotswood

Yate

Bristol

BS37 4NG

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. All of the regulated activities are delivered from Leap Valley Centre. Surgical procedures are not provided at Abbotswood surgery.

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is situated within the Bristol, North Somerset & South Gloucestershire CCG Clinical Commissioning Group (CCG) and delivers Provider Medical Services to a patient population of about 8,388. This is part of a contract held with NHS England.

The practice is part of a wider network of five GP practices in South Gloucestershire.

According to the latest available data, the ethnic make-up of the practice area is 95% White, 2.3% Asian, 0.8% black, 1.7 %mixed and other.

There is a team of nine GPs who work across all locations. The nursing team is made up of three advanced nurse practitioners who also support the 'go to Gp' service, seven practice nurses and four healthcare assistants who provide nurse led clinics for long-term conditions, wound care, sexual health and vaccinations. The GPs are supported at the practice by a team of care navigators, care co-ordinators, reception and administration staff. The practice manager, operations and compliance managers provide managerial oversight.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. However, patients wanting to see the GP face-to-face were now able to book appointments.

Leap Valley Medical centre offers extended access to appointments and is open until 6.30pm Monday, Tuesday, Thursday and Friday and on Wednesday until 8pm. The practice opens each day at 8am. Abbotswood Surgery access to appointments and is open until 6.30pm on Monday, Tuesday, Thursday and Friday and closes at 1pm on Wednesday. The practice opens at 8am each day.