

Lake Road Practice

Inspection report

Lake Road Health Centre
Nutfield Place
Portsmouth
Hampshire
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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out a focused inspection at Lake Road Practice on 26 November 2019 to follow up on the Effective key questions. This key question had previously been rated as requires improvement at our last inspection on 7 March 2018.

The ratings of Good for the key questions of Safe, Caring, Responsive and Well led services have been carried forward from the last inspection.

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**. The service was rated as **good for providing effective services, including for the six population groups**.

We rated the practice as good for providing effective services because:

- Patient needs were assessed and their care and treatment was based on evidence-based guidance.
- 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 had set up a new system to support patient access to advice, appointments and signposting to appropriate services.
- Childhood immunisation rates were above the 90% target minimum immunisation rate
- Staff received training and regular appraisals.
- The practice had trained staff and implemented systems to improve the review of patients with long term conditions, learning disabilities or mental health conditions.

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

- Continue to monitor patient outcome indicators, including cervical screening uptake and exception reporting.

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 inspector. The team included a GP Specialist Advisor.

Background to Lake Road Practice

Lake Road Practice provides personal medical services to approximately 15,600 patients. It is registered to deliver the regulated activities treatment of disease, disorder or injury, surgical procedures, family planning, maternity and midwifery services and diagnostic and screening procedures. The provider, also called Lake Road Practice, has another practice nearby and almost all may staff work across both sites. The practice has a registered manager in place, and has eight GP partners, four nurse practitioners, six practice nurses, one paramedic practitioner and two healthcare assistants. The practice manager is supported by managers, administrators and reception staff.

The practice is within a purpose-built health centre in central Portsmouth close to the docklands. All patient services are delivered from the ground floor of the building. National statistics show the practice population is in the second most deprived decile for deprivation, in a score of one to 10 where a lower score represents greater deprivation. Compared with the national average, the population of this practice has a higher proportion of patients under 18, a lower life expectancy and a higher proportion of patients with a long-standing health condition.

Previous reports for Lake Road Practice are available on the CQC website.