

Severn Surgery

Inspection report

159 Uplands Road
Oadby
Leicester
LE2 4NW
Tel: 01162719042
www.spectrum-health.co.uk

Date of inspection visit: 9 Oct 2023
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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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Overall summary

We carried out an announced focused inspection at Severn Surgery on 9 October 2023 to follow up on a Section 29 warning notice we issued at the previous inspection in June 2023 in relation to a breach of Regulation 12 Safe Care and Treatment.

In June 2023, the practice was rated as inadequate overall and also for the key questions of safe and effective. The practice was placed into special measures. This inspection took place on the 9 October 2023 to review compliance with the warning notices which needed to be met by 31 August 2023, but the inspection was not rated. The ratings from June 2023 therefore still apply and will be reviewed via a further inspection to take place within the next six months.

The ratings from June 2023 still apply and the service remains rated as inadequate overall and with the key question rated as follows:

Safe - inadequate

Effective - inadequate

Caring - good

Responsive - good

Well-led - requires improvement

The full reports for previous inspections can be found by selecting the 'all reports' link for Severn Surgery on our website at www.cqc.org.uk.

Why we carried out this inspection

We undertook a focused inspection on 9 October 2023 to check that the practice had addressed the issues in the warning notice and now met the legal requirements. This report only covers our findings in relation to those requirements and will not change the ratings.

At the inspection, we found that all the requirements of the warning notice had been met.

How we carried out the inspection

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.

Our findings

We based our judgement of the quality of care at this service on a combination of:

Overall summary

- 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 found that:

- The service was compliant with the warning notices which had been issued at our previous inspection in June 2023.
- Patients taking medicines which required monitoring had received required tests and were receiving safe care and treatment.
- The practice had put in place processes to ensure patients with long term conditions were receiving effective care and their conditions were reviewed regularly.
- The practice had implemented systems to receive and act on safety alerts in a timely manner. They had reviewed historical alerts to ensure patients were kept safe.
- Patients test results were being acted upon and followed up appropriately to diagnose conditions where appropriate.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team consisted of a CQC lead inspector and 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 Severn Surgery

Severn Surgery is located in the town of Oadby in Leicestershire at:

159 Uplands Road

Oadby

Leicester

LE2 4NW

Severn Surgery became the new name of the registered provider of this service from April 2023. The partnership had changed in September 2022.

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

Severn Surgery is situated within the NHS Leicester, Leicestershire and Rutland Integrated Care Board (LLR ICB) and delivers General Medical Services (GMS) to a patient population of approximately 11,970. This is part of a contract held with NHS England. An Integrated Care Board (ICB) is a statutory organisation bringing the NHS together locally to improve population health and establish shared strategic priorities within the NHS.

The practice is part of a wider network of GP practices as a member of Watermead Primary Care Network, based in Leicester.

Information published by Public Health England shows that deprivation within the practice population group is in the highest decile (10 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 48% Asian, 46% White, 1% Black, 2% Mixed, and 3% Other.

The age distribution of the practice population mostly mirrors the local and national averages.

The practice is registered with the CQC as a partnership consisting of two GPs and one advanced clinical practitioner, who is also the CQC Registered Manager. The practice has a team of six long-term regular GP locums. The clinical team also includes a pharmacist, an advanced nurse practitioner, two practice nurses, a pharmacy technician and a healthcare assistant. There is also a physician associate and a physiotherapist who work within the practice. The clinical team are supported at the practice by a practice manager, three medical secretaries and twelve patient services advisors.

The practice opens Monday to Friday from 8.00am to 6.30pm. The practice is closed at weekends and on bank holidays.

Extended access is provided locally where late evening and weekend appointments are available. Out of hours services are provided by Derbyshire Health United via the 111 service.