

Shadwell Medical Centre

Inspection report

137 Shadwell Lane
Leeds
LS17 8AE
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www.shadwellmedicalcentre.co.uk

Date of inspection visit: 06 July 2021
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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



Overall summary

Due to concerns we had received, we undertook an announced responsive inspection of Shadwell Medical Centre, 137 Shadwell Lane, Leeds, West Yorkshire LS17 8AE, which commenced on 7 June 2021. We also carried out an unannounced site visit on 18 June 2021.

As a result of that inspection, the practice was rated inadequate overall and inadequate for the keys questions of safe, effective, responsive and well-led. We did not inspect or rate caring.

Due to significant safety concerns, we imposed an urgent suspension of the provider's registration under Section 31 of the Health and Social Care Act 2008. The suspension took effect from 23 June 2021 and will remain in place until 22 September 2021. Leeds Clinical Commissioning Group (CCG) arranged for another GP practice to provide services for patients in the interim.

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

Leeds CCG informed us of additional concerns they had identified following our inspection in June 2021. These concerns specifically related to delays in some two week wait referrals being processed, vaccine refrigerator temperature anomalies and the storage of vaccines. We, therefore, undertook a further focused on site inspection of Shadwell Medical Centre on 6 July 2021, and a further review of clinical records on 14 July 2021.

We are mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the pandemic, when considering what enforcement action was necessary and proportionate to keep people safe. We will continue to discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary to do so.

Our findings

Two week wait referrals:

We reviewed a total of ten patient records where they had been a delay in processing; nine of which related to two week wait referrals. The key issues we found were:

- There were delays in seeing or reviewing patients after abnormal pathology results
- There were delays of at least seven days, between seeing a patient and sending the fast-track urgent referral.
- Urgent tasks sent to administration staff regarding referrals were not completed in a timely way.
- There was no mention of safety netting patients, informing them of what to do if they had not received an appointment.
- Not all locum GPs had access rights on the electronic system to make referrals

Vaccine refrigerator:

- The vaccine refrigerator was not up to date with calibration and had not been calibrated since purchased in 2010. The cold chain policy stated that the vaccine refrigerator should be calibrated on an annual basis. In addition, there was no evidence of any service history for the refrigerator.
- There was evidence of over-stocking of vaccines stored in the vaccine refrigerator. This had resulted in some packaging being damaged by water, making it difficult to read important information such as the batch number and expiry date.

Overall summary

- Vaccine refrigerator temperatures had not been checked each working day or any abnormalities acted on appropriately. For example, from 8 April 2021 to 23 June 2021, the refrigerator had gone out of temperature range on 10 separate occasions.
- All of the stock contained in the refrigerator was subsequently destroyed. The NHS England Screening and Immunisations Team were informed by Leeds CCG Medicines Risk Manager. This was treated as a serious untoward incident with a patient recall process to be instigated.

Following this inspection, due to significant safety concerns and risk of harm to patients, we issued a notice of proposal to cancel the provider's registration under Section 31 of the Health and Social Care Act 2008.

The local Clinical Commissioning Group arranged for another GP practice to provide services for patients in the interim.

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

Population group ratings

Older people	Not inspected	
People with long-term conditions	Not inspected	
Families, children and young people	Not inspected	
Working age people (including those recently retired and students)	Not inspected	
People whose circumstances may make them vulnerable	Not inspected	
People experiencing poor mental health (including people with dementia)	Not inspected	

Our inspection team

The site visit was undertaken by a CQC inspector. The clinical record search was undertaken by a CQC National Clinical Advisor for Primary Medical Services.

Background to Shadwell Medical Centre

Shadwell Medical Centre is located on the outskirts of Leeds at:

137 Shadwell Lane

Leeds

West Yorkshire

LS17 8AE

The location was visited as part of this inspection activity.

The practice is situated within Leeds Clinical Commissioning Group (CCG) and delivers Personal Medical Services (PMS) to a patient population of approximately 4,640. This is part of a contract held with NHS England. The practice is part of a wider network of GP practices, known as a Primary Care Network (PCN).

The provider of Shadwell Medical Centre consists of a partnership between the lead GP and a non-medical partner (who does not work at the practice). They are registered with the Care Quality Commission (CQC) to deliver the Regulated Activities: diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury and surgical procedures.

Following our inspection on 18 June 2021, we suspended the provider's CQC registration to deliver those regulated activities, having identified significant concerns which put patients' safety at risk. The suspension took effect from 23 June 2021 and will remain in place until 22 September 2021. Leeds CCG have arranged for another GP practice to provide services in the interim period for patients registered at Shadwell Medical Centre.

Information published by Public Health England shows that deprivation within the practice population group is in the highest decile (10 of 10). The higher the decile, the least deprived the practice population is.

According to the latest available published data, the ethnic make-up of the practice area is approximately 80% white, 14% Asian, 2% black, 2% mixed and 2% other. The gender and age distribution of the practice population shows there

are similar numbers of male and female patients across all age groups. There are a higher number of patients aged 40 to 90 years, and lower numbers of patients aged 0 to 30 years, compared to local and national averages. The life expectancy for male patients is 82 years (compared to 79 years nationally) and 86 years for female patients (compared to 83 years nationally).

At the time of our inspection, the clinical team consisted of a full-time GP (the lead GP) and two part-time locum GPs. There is a part-time employed nurse, a part-time locum nurse and a part-time employed advanced nurse practitioner. The clinical team are supported by a primary care network (PCN) pharmacist and phlebotomist, along with a range of other PCN staff. There is a team of reception and administration staff, including a secretary, all of whom work part-time hours. The practice manager had previously submitted their resignation but was currently working at the practice during the period of suspension.

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 are telephone consultations. The practice has some face-to-face appointments with a locum GP or nurse.

Extended access is provided locally by PCN staff, where late evening and weekend appointments are available. Out of hours services are provided by Local Care Direct. The practice is also supported by a home visiting service provided by the local confederation, who visit unwell housebound patients.