

Lime Tree Surgery

Inspection report

1 Lime Tree Avenue
Cinderhill
Nottingham
NG8 6AB
Tel: 01159791281

Date of inspection visit: 29 September 2022
Date of publication: 03/11/2022

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

Outstanding 

Are services safe?

Good 

Are services effective?

Outstanding 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Outstanding 

Overall summary

We carried out an announced comprehensive inspection at Lime Tree Surgery on 29th September 2022. Overall, the practice is rated as outstanding.

Safe - good

Effective - outstanding

Caring - good

Responsive - good

Well-led - outstanding

Why we carried out this inspection

The service was inspected in December 2016 and was rated as Good overall with all key questions rated as Good.

We carried out this inspection as part of a random selection of services rated as Good and Outstanding to test the reliability of our new monitoring approach. This inspection was a comprehensive inspection to look at all key questions due to improvement found overall to outstanding.

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

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included

- 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.
- 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 found that:

Overall summary

- The practice had a clear mission to meet the changing demands of the population and create a centre of continual improvement via learning and feedback
- There was a strong emphasis on quality improvement within the practice where outcomes for patients were monitored and demonstrated improvement.
- Patients and staff were consistently positive about the practice.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received highly effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- 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-centred care.

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 Hospitals and Interim Chief Inspector of Primary Medical Services

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 Lime Tree Surgery

Lime Tree Medical Centre is located in Nottingham at:

1 Lime Tree Avenue,

Cinderhill

Nottingham

NG8 6AB

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 family planning.

The practice is situated within the Nottingham Integrated Care Board and delivers General Medical Services (GMS) to a patient population of about 4,000. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices known as BACHS which is made up of nine local practices.

Information published by Public Health England shows that deprivation within the practice population group is in the lowest decile (one 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 77% White, 8% Black, 7% Mixed, 7% Asian and 1% Other.

The age distribution of the practice population shows there are higher than average young people registered within the practice. There are more female patients registered at the practice compared to males.

There is a team of two GP partners who provide oversight and appointments within the practice. The practice also has one additional GP who offers appointments within the practice and an advanced nurse practitioner. The practice has a team of one nurse who provides nurse led clinics for long-term conditions and a healthcare assistant. The GPs are supported at the practice by a team of reception and administration staff and a practice manager provides managerial oversight.

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 NEMS, where late evening and weekend appointments are available. Out of hours services are available by contacting NHS 111.