

Westcotes GP Surgery

Inspection report

2 Westcotes Drive
Leicester
Leicestershire
LE3 0QR
Tel: 01162 558 588

Date of inspection visit: 3 February 2020
Date of publication: 12/03/2020

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

Are services safe?	
Are services well-led?	

Overall summary

We carried out an announced focused inspection at Westcotes GP Surgery on 3 February 2020 as part of our inspection programme to confirm that the practice had carried out their plan to meet the legal requirements in relation to the warning notices served on the 15 November 2019. This report only covers our findings in relation to those requirements.

At the last inspection in October 2019 we rated the practice as inadequate for providing safe, effective and well-led services. The practice was rated good for providing caring and responsive services. Breaches of legal requirements were found and after our comprehensive inspection, we issued warning notices against the providers registration.

The full comprehensive report on the October 2019 inspection, can be found by selecting the 'all reports' link for Westcotes GP surgery on our website at www.cqc.org.uk.

At this inspection we followed up on breaches of regulations identified at a previous inspection on 14 and 15 October 2019.

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:

- Staff were able to demonstrate access to significant events policies and logs. Staff demonstrated awareness of actions taken and learning following incidents.
- Patients received effective care and treatment that met their needs. In particular, clinical records showed actions had been taken to ensure blood results were added to patients notes and diagnoses were being coded.
- The practice held appropriate emergency medicines to enable staff to respond to a variety of medical emergencies.
- The practice demonstrated that staff were working within their level of competence and where required additional training and support was provided to enable staff to carry out their role safely and effectively.

- The provider took action to strengthen governance arrangements as well as processes for managing clinical risks, issues and performance.
- The practice acted on appropriate and accurate information. There was clear clinical oversight and coherent working within the practice.

There was evidence that action taken since our October 2019 inspection, had a positive impact on the providers ability to deliver safe and well-led services. Although some actions were ongoing, we found changes were effectively communicated, monitored and the provider had set a realistic timeframe to complete all identified actions. The provider proactively worked with key stakeholders and we saw engagement was ongoing. As a result, inspectors were satisfied actions taken by the provider achieved compliance with the relevant requirements set out in the warning notice issued on the 15 November 2019.

Whilst we found no breaches of regulations, the provider **should:**

- Continue taking actions to address the issues identified during the Care Quality Commissions October 2019 comprehensive inspection.

The practice is due to be inspected again within six months of publication of the October 2019 comprehensive inspection report.

This service will remain in special measures. Services placed in special measures will be inspected again within six months. If insufficient improvements have been made such that there remains a rating of inadequate for any population group, key question or overall, we will take action in line with our enforcement procedures to begin the process of preventing the provider from operating the service. This will lead to cancelling their registration or to varying the terms of their registration within six months if they do not improve.

The service will be kept under review and if needed could be escalated to urgent enforcement action. Where necessary, another inspection will be conducted within a further six months, and if there is not enough improvement, we will move to close the service by adopting our proposal to remove this location or cancel the provider's registration.

Special measures will give people who use the service the reassurance that the care they get should improve.

Overall summary

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.
The team included two GP specialist advisors.

Background to Westcotes GP Surgery

Westcotes GP Surgery is located at 2 Westcotes Drive, Leicester, Leicestershire, LE3 0QR. The practice is situated in a converted house; providing NHS primary care services to the local community.

Dr Shafiq Shafi and Partners are the providers of Westcotes GP Surgery and another neighbouring practice both of which are separate locations for the purpose of registration with the Care Quality Commission (CQC). Westcotes GP Surgery has two separate patient lists and two clinical systems. All general medical services (GMS) contracts provided by Dr Shafiq Shafi and Partners has one overarching leadership and governance framework. GMS is a contract between general practices and NHS England for delivering services to the local community. As part of this inspection, we only visited Westcotes GP Surgery.

Westcotes GP Surgery registered with CQC since July 2017 to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning, surgical procedures and treatment of disease, disorder or injury.

Westcotes GP Surgery is situated within Leicester City Clinical Commissioning Group (CCG). Westcotes GP Surgery two patient lists combined provides services to 3,032 under the terms of a GMS contract.

Practice staffing comprises a principle GP partner (male), two GP associates (both male) and a silent GP partner who was not directly involved in the day to day running of the service. In the event of the principle GP being unable to work then the silent partner would be appointed as clinical lead. The clinical team also includes a practice nurse and a health care assistant. The non-clinical team consists of a practice manager, a deputy practice manager and a team of receptionists.

Westcotes GP Surgery is in one of the more deprived area of Leicester. The practice scored two on the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. People living in more deprived areas tend to have greater need for health services. National General Practice Profile describes the practice ethnicity as being 72% white British, 14% Asian, 7% black, 4% mixed and 2% other non-white ethnicities. The practice demographics show the average percentage of people in the 65+ to 75+ year age group were below local and national percentages. The general practice profile shows that 34% of patients registered at the practice have a long-standing health condition, compared to 45% locally and 51% nationally.