

Shaftesbury Medical Centre

Inspection report

78 Osmondthorpe Lane
Leeds
West Yorkshire
LS9 9EF
Tel: 01132409500
www.doctors-leeds.com

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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?

Requires improvement 

Are services effective?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced focused inspection at Shaftesbury Medical Centre on 7 November 2019 as part of our inspection programme. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

- Are services safe?
- Are services responsive?
- Are services effective?
- Are services well-led?

As a result of concerns identified during our inspection, we expanded the scope to also inspect the key question of safe.

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

- Are services caring?

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

- what we found when we inspected
- information from our ongoing monitoring of data about services
- information from the provider, patients, the public and other organisations.

We have rated this practice as good overall but requires improvement for providing safe services.

We concluded that:

- The practice undertook some quality improvement activity in order to monitor and improve outcomes for patients.

- Staff made use of a number of care planning templates providing holistic assessment and delivery of care for patients.
- Oversight of practice performance was maintained in relation to quality and outcomes framework (QOF) achievements and patient feedback.
- A suite of regularly updated practice policies and protocols supported governance systems.
- Staff told us they felt supported by the GPs and management team at the practice.
- Some of the medicines we checked were not in date. At the branch location some emergency drugs were stored in separate areas which could delay the administration of these medicines in an emergency.

The provider **must**:

- Ensure care and treatment is provided in a safe way to patients.

The provider **should**:

- Improve the uptake of childhood immunisations at the practice and ensure that the World Health Organisation minimum target of 90% is met for all indicators.
- Improve the uptake of cancer screening at the practice including cervical screening.
- Take action to reduce QOF exception reporting for diabetes and long-term conditions.

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	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team consisted of a Care Quality Commission (CQC) lead inspector, a second CCQ inspector and a GP specialist adviser.

Background to Shaftesbury Medical Centre

Shaftesbury Medical Centre is a member of the Leeds South and East Clinical Commissioning Group (CCG). It is located on the first floor of a purpose built health centre. The building also houses a separate GP practice, an onsite pharmacy and various community health services.

There are facilities for people with disabilities and access to the practice is via a lift or stairway. All patient areas are on the same level. There are car parking facilities available on site.

Shaftesbury Medical Centre is located at 1st Floor, East Leeds Health Centre, 78 Osmondthorpe Lane, Leeds LS9 9EF. The practice also has a branch location at Church View Surgery, Crossgates Medical Centre, Station Road, Leeds LS15 8BZ. This is also a purpose built health centre and has a very similar set up to the premises at the main site.

We visited both locations as part of our inspection.

Patients have access to onsite physiotherapy services, pain management clinics and ultrasound, an alcohol and drugs counsellor and a domestic violence specialist counsellor. The practice currently has 17,341 patients over both locations. They have seen a 600 patient increase over the last two years, particularly those who live close to Shaftesbury Medical Centre. Situated around the Shaftesbury medical centre is a patient population

who experience higher deprivation levels than those who live closest to the Church View Surgery location. The latter location also has a larger elderly population who are mainly white British.

There are nine GP partners (four male, five female) and two salaried GPs (one male, one female). The clinical team also consists of seven practice nurses (two of whom act in the capacity of nurse manager) and three health care assistants; all of whom are female. The clinicians are supported by a practice manager, a business manager, a patient services manager and an IT manager. There is also a large experienced team of administration and reception staff. Staff rotate across both sites and have access to the practice computer systems.

Shaftesbury Medical Centre is open as follows:

Monday 8am to 7.30pm

Tuesday 7am to 6pm

Wednesday Thurs Fri 8.15am to 6pm

Church View Surgery is open as follows:

Monday to Friday 8.15am to 6.00pm

Appointments are also available for working patients on alternate Saturdays at Church View Surgery from 8.30 to

10.30am. When the practice is closed out-of-hours services are provided by Local Care Direct, which can be accessed via the surgery telephone number or by calling the NHS 111 service.

Personal Medical Services (PMS) are provided under a contract with NHS England. The practice is registered to provide the following regulated activities; maternity and midwifery services, family planning, diagnostic and screening procedures and the treatment of disease, disorder or injury. They also offer a range of enhanced services such as influenza, pneumococcal and childhood immunisations.

The practice has good working relationships with local health, social and third sector services to support provision of care for its patients. (The third sector includes a very diverse range of organisations including voluntary, community, tenants and residents groups.)

Shaftesbury Medical Centre is a teaching and training practice. They are accredited to train qualified doctors to become GPs (registrars) and to support undergraduate medical students, with clinical practice and theory teaching sessions.

At the time of our inspection the practice has five GP registrars. They also offer training and mentorship for nursing students from the local university.

When we returned to the practice, we checked, and saw that the ratings from the previous inspection were displayed, as required, on the practice premises and on their website.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment How the regulation was not being met: The registered person did not have suitable arrangements in place for assessing and managing risks in order to protect the welfare and safety of service users and others who may be at risk from the carrying on of the regulated activity. The registered person must ensure appropriate emergency medicines are kept in the practice through adequate risk assessments. The service did not have reliable systems for appropriate and safe handling of medicines. In particular, we found: • Storage of vaccines in the refrigerators was not in line with best practice, some vaccines had expired. • Sharps waste was not managed in line with best practice guidance. • Some expired medicines and other products including vaccines, swabs, sterile bags and oxygen masks. • Arrangements to respond to emergencies were not well- embedded within the practice. At the branch location some emergency drugs were stored in separate areas which could delay the administration of these medicines in an emergency. This was in breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.