

St Luke's Surgery

Inspection report

Radford Health Centre
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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?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at St Luke's Medical Centre on 22 August 2019 which was scheduled due to the practice having a new partnership registration.

This inspection looked at the following key questions safe, effective, caring, responsive and well led.

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 have rated this practice as good overall and good for all population groups except for Families, Children and Young people which we rated as requires improvement.

We rated the practice as requires improvement for the population group families, children and young people as the practice childhood immunisation uptake rates were significantly below the national average.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. 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-centre care.

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

- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Continue to review the appointment system and ensure patients can access services in a timely manner, including nurse appointments.
- Ensure audits demonstrate quality improvement to the practice.
- Continue to engage with parents to encourage uptake of recommended childhood immunisations

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	Requires improvement	
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 was led by a CQC inspector and included a GP specialist advisor.

Background to St Luke's Surgery

St Luke's Surgery is situated in an inner city area just outside of the city centre of Nottingham. The practice operates from the lower ground floor within a purpose built health centre building owned by NHS Property Services.

The practice has two GP partners (one male and one female) with two part-time GP associates and one healthcare assistant. The practice has regular sessional input from locum nurses. The clinical team is supported by a practice manager and a team of reception and administrative staff.

The surgery provides primary medical services via a General Medical Services (GMS) contract commissioned by NHS England, and services commissioned by Nottingham City Clinical commissioning group (CCG)

The practice looks after around 3,900 patients and comprises of a diverse multi-cultural population including a high percentage of Polish, Indian and Pakistani patients. The practice is ranked in the second most deprived decile, and has much high income deprivation scales affective children and older people than national figures. The practice had a much higher percentage of patients who were unemployed of 19% compared to the national average of unemployment being 4.4%.

The practice opens from 8.15am until 6.30pm Monday to Friday, apart from Thursday when the practice closes at 12.30pm.

When the practice is closed, patients are directed to NEMS via the 111 service.

Regulatory action